



## **Individual customer correspondence solution for insurer**

**IBM Business Partner *icon* enhances document process solution at insurer  
UNIQA based on IBM technology**

**[Ehningen/Stuttgart, 17th April 2013] – Austrian insurance company UNIQA puts its trust in the DOPIX customer correspondence solution from icon Systemhaus GmbH for its document processes. The use of this solution enables consistent formatting and high-quality creation, dispatch and printing of documents such as letters, insurance policies and contracts. IBM Business Partner icon opted for the IBM System z architecture together with the DB2 database for the document output management solution supplied to UNIQA. icon and IBM plan to strengthen their alliance in the field of secure document processes for interactive customer communication and expand their technological and sales cooperation at an international level.**

"As an insurance company, we must apply uniform standards when we create our various documents such as letters, insurance policies and quotations and deliver these in the excellent quality that our customers expect," says Juergen Puhm, IT project leader at UNIQA Software-Service GmbH. "To ensure the consistency and security of our document processes, we have therefore chosen the DOPIX correspondence solution. The decisive aspect for us was the option to first migrate our documents without any changes from ASF to DOPIX and later to set up a new, central solution — for us there is nothing comparable on the market."

With more than eight million customers and around 22,000 employees, UNIQA is number two in the Austrian insurance market and one of the leading insurance groups in Central and Eastern Europe. The Group uses DOPIX software modules from icon Suite to manage its customer correspondence in the corporate divisions Raiffeisen Versicherung AG and UNIQA Österreich Versicherungen AG. Thanks to DOPIX, different documents such as business letters, invoices, insurance policies, offers and contracts can be created, edited, dispatched and printed in a standardized form and with consistent quality.

icon's IT platform combines the various UNIQA applications used by its staff to create customer letters and documents for dispatch via different communication channels. Every year, the expandable icon solution is used to format and print about 55,000 individually created text pages at UNIQA's central printing facility and to create and batch print around nine million document pages at Raiffeisen Versicherung. The solution is also used by the Group's local offices to print and dispatch around 960,000 pages and send nearly 17,000 pages via email.

When it comes to the DOPIX IT infrastructure, IBM Business Partner icon relies on solution components from the IBM hardware and software portfolio, including System z, WebSphere MQ and DB2, and it tailors these to meet customer needs. The document process of the modular corporate solution can be accessed quickly and securely by any business application via defined interfaces and communication protocols. Together with the IBM-based IT architecture, icon offers highly available

server performance via dedicated platform services - including certified interfaces to various business applications.

**Benefits for both partners**

"We would like to strengthen our cooperation with icon and actively promote the use of icon Suite based on IBM technology," says Wieland Köbler, Director ISV Sales & Development Germany at IBM Germany. "We are confident that companies from all industries, but particularly insurance companies and banks, can benefit from our cooperation and make their document processes more efficient."

"The experience gained during many projects shows that our customers have been able to improve their competitiveness and optimize their customer correspondence and document creation processes through the use of icon Suite," says Uwe Seltmann, CEO of icon Systemhaus GmbH.

**About the DOPIX correspondence solution from icon Systemhaus GmbH:**

<http://ibm.co/16cfMdi>

**About UNIQA:**

For more information, visit: <http://www.uniq.at>

**About IBM:**

For more information, visit: <http://www.ibm.com/de>

**About icon Systemhaus GmbH**

For more information, visit: <http://www.icongmbh.de>

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