



Aviva Italia

OnWeb enables Aviva Italia’s partners to use its insurance applications in real-time

Challenge

Aviva needed to speed up its partners’ access to policies and enable real-time insurance policy quotes.

Solution

➤ Micro Focus OnWeb®

Aviva

Aviva is the sixth largest insurance group worldwide and the largest in the United Kingdom. It is a leading provider of life insurance and pension products in Europe and has substantial business operations around the world. Aviva has 60,000 employees and serves over 30 million customers in 25 different countries.

Improving service levels to partners a priority

Having established strong partnerships over the years with European banks and agencies, Aviva recognizes the importance of enabling partners to interact with policy related information and transactions. With an expanding network of partners, Aviva needed to increase the service level it offered customers.

In order to retrieve information relating to life insurance policies Aviva partners, such as Unicredit Banca in Italy, were forced to carry out searches using Aviva’s CICS applications (on a mainframe) in a batch processing system. Policy related data was uploaded on Aviva’s mainframe every evening and any new information on policies was then transferred to partners. As a result, Unicredit Banca and Aviva branches were not always working with the most up-to-date information on policies. Unicredit Banca had to reproduce and maintain the same applications and IT environment as Aviva, which duplicated data and introduced the risk of errors. Partners also had difficulties accessing and reprinting existing documents, such as welcome letters, renewal forms and customer correspondence, which were stored in different formats.

New, easy to use web applications deliver improved customer service

Aviva approached Micro Focus to help create new, easy-to-use web applications so that thousands of Unicredit Banca branches could directly create, edit and access insurance policies in real-time and automatically convert information into a PDF format for easier viewing and printing. The OnWeb solution allowed Aviva’s

Highlights

- Fast integration of SSO function
- Improving customer service through secure connections to existing mainframe transactions
- Rapid transformation of CICS maps into web pages
- Partners and Aviva working on the same information in real-time
- Enhanced service capability and better security

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developers to quickly integrate Single Sign On (SSO) authentication and securely connect to existing mainframe transactions via the web. In addition the CICS screens could be transformed into web pages and documents converted to PDF format without change to the existing CICS applications.

The application for life insurance policies was created as a series of ASP pages running on a Microsoft IIS server. The application accesses and interacts with associated CICS applications using an OnWeb server providing communications through a TN3270 protocol. The documents are converted to PDF format, stored and made available through a Microsoft SQL server. Many new web services that communicate with Unicredit Banca applications have also been set up. The new application for life insurance policies will also be used by XELION (one of the largest financial product sales networks in Italy) and by many other companies. Thanks to the flexibility of OnWeb, Aviva is able to respond quickly to new business initiatives as they arise.

“Our partners are vital to Aviva’s success in Europe. The OnWeb solution really helps to enhance the service level provided to partners such as Unicredit Banca, without compromising mainframe stability,” says Aviva Italia’s spokesperson.

All bank branches have access to up-to-date information on every policy issued

With OnWeb, Aviva’s IT staff have a flexible and easy-to-use platform for developing new non-invasive business solutions for existing systems. Because OnWeb tools are intuitive and allow rapid project development, Aviva has been able to move information from the mainframe to the web rapidly. The outcome for Aviva is improved customer service, simplified insurance transactions and the elimination of cumbersome document formats.

Aviva’s partners in Italy now benefit from a system that:

- Eliminates data duplication in files through a centralized archive
- Simplifies document management by using standard files in PDF format
- Increases transaction security
- Reduces administrative costs and helps maintain Aviva’s market advantage over its competitors
- Reduces time-to-market for new business services

For Aviva Italia, “OnWeb enables mainframe applications to be extended more easily and quickly to new web initiatives, allowing partners and end users to interact in real time with our life and accident insurance companies,” says a spokesperson.

Aviva plans to exploit the capabilities of OnWeb to make CICS transactions (Web Services) increasingly available by expanding web access to its partners and creating efficient new procedures. All of which will contribute to the continued success of Aviva.

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About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization, Testing and Management software enables customers’ business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

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