



## Transamerica Life Canada, an AEGON company

Modernization project allows Transamerica Life Canada to achieve long-term run rate savings of \$1 million-plus

### Highlights

- Reduction in application form errors from 30% to virtually zero
- Full ROI achieved within 18 months
- Faster transmission of life policyholder data to advisors
- Improved long term run rates to yield more than \$1 million savings
- Enhanced customer service for advisors and policy-holders

“Our internal resources were able to manage most of the implementation without needing support from Micro Focus. We had only ten people working on the project – substantially less than we would have needed if we’d gone down the customized route – and they were able to get up to speed with the product set remarkably quickly.”

**James Betton,**  
 CIO, Transamerica Life Canada

### Challenge

Transamerica Life Canada wanted to provide value-added services to its advisors and policy holders. The problem was that its existing platform was not designed for web-based services. To modernize it, the company was faced with the choice of developing a customized solution, purchasing an off the shelf product or finding an easier way to generate Web Services.

### Solution

- Micro Focus Enterprise Developer™
- Micro Focus Enterprise Server™

### Transamerica Life Canada

Transamerica Life Canada is a leading life insurance company committed to protecting Canadian families today and for many tomorrows to come.

Transamerica Life Canada is an AEGON company. AEGON is an international life insurance, pension and asset management company.

With headquarters in The Hague, the Netherlands, AEGON has businesses in over twenty markets in the Americas, Europe and Asia. AEGON companies employ over 25,000 people and have nearly 47 million customers across the globe.

### Delivering an improved customer experience

Transamerica Life Canada’s core life policy administration system runs on a 20 year old COBOL/CICS-based system called LifeTrax. Since its adoption in the middle of the 90s, the solution has performed perfectly well. But in recent years, its limitations have become starkly apparent. Today’s life insurance policy holders want to have the ability to self-serve and carry out simple transactions by themselves. Advisors expect to be able to make amendments and changes to policy holders’ documents on screen with ease. Without access to web-based applications, these activities are virtually impossible to perform.

James Betton, Chief Information Officer at Transamerica Life Canada wanted to modernize the presentation layer and create Web Services for all the key CICS transactions. He said: “We had a simple choice – completely replace our existing solution, which would have taken a number of years and millions of dollars –

or modernize the platform. In the end, we decided to modernize and web-enable our platform.”

The web-enablement of its policy administration was so critical to the company’s future success that it decided to leave nothing to chance. “We needed a solution that was truly ‘bullet proof’ and able to scale to meet the volumes of a professional organization. You only really get that degree of certainty with a commercial product, so we dropped the idea of custom developing the platform ourselves and decided to search for an out of the box solution,” says Betton.

After examining various options, Micro Focus provided an onsite demonstration and consultation to Transamerica Life Canada which highlighted the ease of generating Web Services using the Interface Mapping Toolkit tooling within Enterprise Developer and Enterprise Server. James Betton commented: “The guys onsite, the technology, and the proof of concept definitely tipped the scales to Micro Focus.”

### **A rapid learning curve**

Transamerica Life Canada was working against an ambitious deadline and wanted to ensure that the project was implemented in a timely fashion, so the company decided to contact Micro Focus’ Professional Services team. Much to its surprise, the company required less of the Micro Focus expertise than it had initially expected. “Our internal resources were able to manage most of the implementation without needing support from Micro Focus,” says Betton. “We had only ten people working on the project – substantially less than we would have needed if we’d gone down the customized route – and they were able to get up to speed with the product set remarkably quickly.”

Work on the project began and the testing was completed three months later. The new platform went into production within six months in total.

### **Better quality of service**

Since web-enabling its platform, Transamerica Life Canada has been able to offer its clients a much better web-enabled experience. The company’s ability to publish and extract Association for Cooperative Research and Development (ACORD)-based data from its life policy administration system has been greatly simplified. By web-enabling its platform, Transamerica Life Canada has been able to speed up the transmission of life policy data to advisors and other third parties.

The modernized platform has also enabled the company to eliminate errors and dramatically improve its cycle times. In the past, whenever Transamerica Life Canada created a new business application it would have to email it to the advisor for approval. If any errors were detected, the document would have to be circulated again for correction. Now that the company has moved to an electronic system with in-built smart capability, all of this checking can be carried out upfront. “We’ll be able to reduce the number of errors in our applications from 30% to practically nil,” says Betton. “We believe that this change will improve ongoing run rates by over \$1 million over the coming years – a fantastic result by any measure.”

### **Empowering advisors and policyholders**

Aside from driving down costs, the new solution will put more power in the hands of advisors and policyholders. Advisors will be able to process new business applications faster with fewer errors, which creates a more positive advisor experience. Before too long, policyholders will also be able to carry out self-service operations.

“We’re very pleased with how this project has gone,” says Betton. “We were able to implement the platform in a timely fashion and it has delivered exactly the results we anticipated. We look forward to continuing our productive relationship with Micro Focus.”

### **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.

#### **Contact us at: [www.microfocus.com](http://www.microfocus.com)**

© 2012 Micro Focus Limited. All rights reserved. MICRO FOCUS, the Micro Focus logo, among others, are trademarks or registered trademarks of Micro Focus Limited or its subsidiaries or affiliated companies in the United Kingdom, United States and other countries. All other marks are the property of their respective owners. SCSTALC0812