

SOA and ESB Implementation for Insurance Company



The Summary

Client has approached AG Technologies for developing a solution for implementing SOA and ESB.

The Client

Client is one of India's leading private general insurance companies with over 94 customized insurance products catering to the corporate, SME and individual customers. The Company has launched innovative products like India's first Over-The-Counter health & home insurance policies. Client has an extended network of over 200 offices spread across 173 cities in 22 states, a wide distribution channel network, 24x7 customer service assistance and a full fledged website. It is also India's first insurance company to be awarded the ISO 9001:2000 certification across all functions, processes, products and locations pan-India.

The Business Requirement

The new Foreign Direct Investment regime in early year 2009 sparked a surge in Insurance business which triggered a need of quick integration with the other business units around the world. There was a simultaneous desire to integrate the many heterogeneous IT systems of all business units into a new, service oriented structure (SOA), and automate all business processes. Client also sought software to centrally monitor all automated processes in order to react more quickly to changes in the market.

The Solution

In order to serve the business requirement, Client opted for Microsoft BizTalk Server, in combination with the .NET Framework 3.5, Windows Communication Foundation (WCF) and Windows Workflow Foundation (WF). In doing so, Client could optimize its general business process management (BPM) and moreover enable its systems to communicate

Project Summary

Industry: Insurance

Client Profile:

The client is one of the India's leading general insurance companies and its India's first insurance company to be awarded the ISO 9001:2000 certification.

Solution:

AG Technologies has implemented SOA and Enterprise Service Bus on BizTalk server. The integration and communication between the most diverse IT systems has worked much smoother ever since.

Solution Benefit:

1. Quick integration / change management of new business units / services in spite of a great diversity of business systems / technology
2. Fully automated internal business processes, centrally managed and monitored
3. Flawless communication with applications of business partners with different protocols
4. Increased Data Transparency

with those of its business partners. Together with Microsoft, AG Technologies created a united Enterprise Service Bus (ESB) with Microsoft BizTalk Server 2006 R2 as the engine.

The set of services hosted on ESB include following:

- Proposal and Quotation Management Services (PQMS)
- Policy Issuance Services (KIT)
- Integrated Commission Management Services (ICM)
- Claim Management Services
- Customer Portfolio Management Services
- CRM Next Services
- Marine Insurance Services
- Motor Insurance Services
- Master of Master (MOM) services

Technology:

- Microsoft BizTalk Server 2006
- Microsoft SQL Server 2005
- Microsoft Visual Studio .NET
- Microsoft Windows Server 2003
- Microsoft Windows XP Professional
- Microsoft .NET Framework 3.5

The Solution Benefit

Since the introduction of the new SOA, BPM and ESB architecture, Client operates in a much more structured manner and is able to make better predictions with following distinct benefits.

- **Quick integration / change management of new business units / services in spite of a great diversity of business systems / technology**

Applications / services can be adjusted much quicker as a result of changes in the market. Integration services for new insurance units like marine, motor insurance etc were far smoother compared to past.

- **Fully automated internal business processes, centrally managed and monitored**
- **Flawless communication with applications of business partners with different protocols**
- **Speed Adoption**

Client has consolidated information and simplified processes while still providing 99.99 percent availability. For example, employees no longer have to manage corporate agent information and workflows in separate applications.

- **Increased Data Transparency**

Today, Client and its customers can access real-time analytical information about transactions through the web due to inbuilt BI support in SQL Server 2005.