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# Mark Jacobson

Corporate Applications Services Manager

Allianz

**The Power On Your Side**

# Today's Session

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- Introduction
- Company Profile
- The Path to Notes
- TCO Drivers
- Strategic Direction
- Applications Development
- Administration
- Future Business Strategy
- Quickplace / Sametime
- Allianz & Notes / Domino 6
- Summary & Questions

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# Company Profile

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**Globally**

- Allianz Group is one of the worlds leading insurers
- Assets under management exceeding one Trillion euros
- 60 million client in 70 countries
- Over 117,000 staff

**Australia**

- One of Australia's largest insurers
- A$1.8 Billion premium income
- A$4 Billion funds management
- Over 2,900 staff

Notes / Domino global standard for messaging & collaborative groupware application platform

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# Strategic Path

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## Notes & Domino

- Corporate Application Integration
- Minimise “Rip & Replace” projects
- Web enable applications
- ‘Thin client’ browser based
- Web services

## Development

- Change management
- Version control
- Code re-use, Java, HTML
- Single source

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# E-mail Migration Timeline

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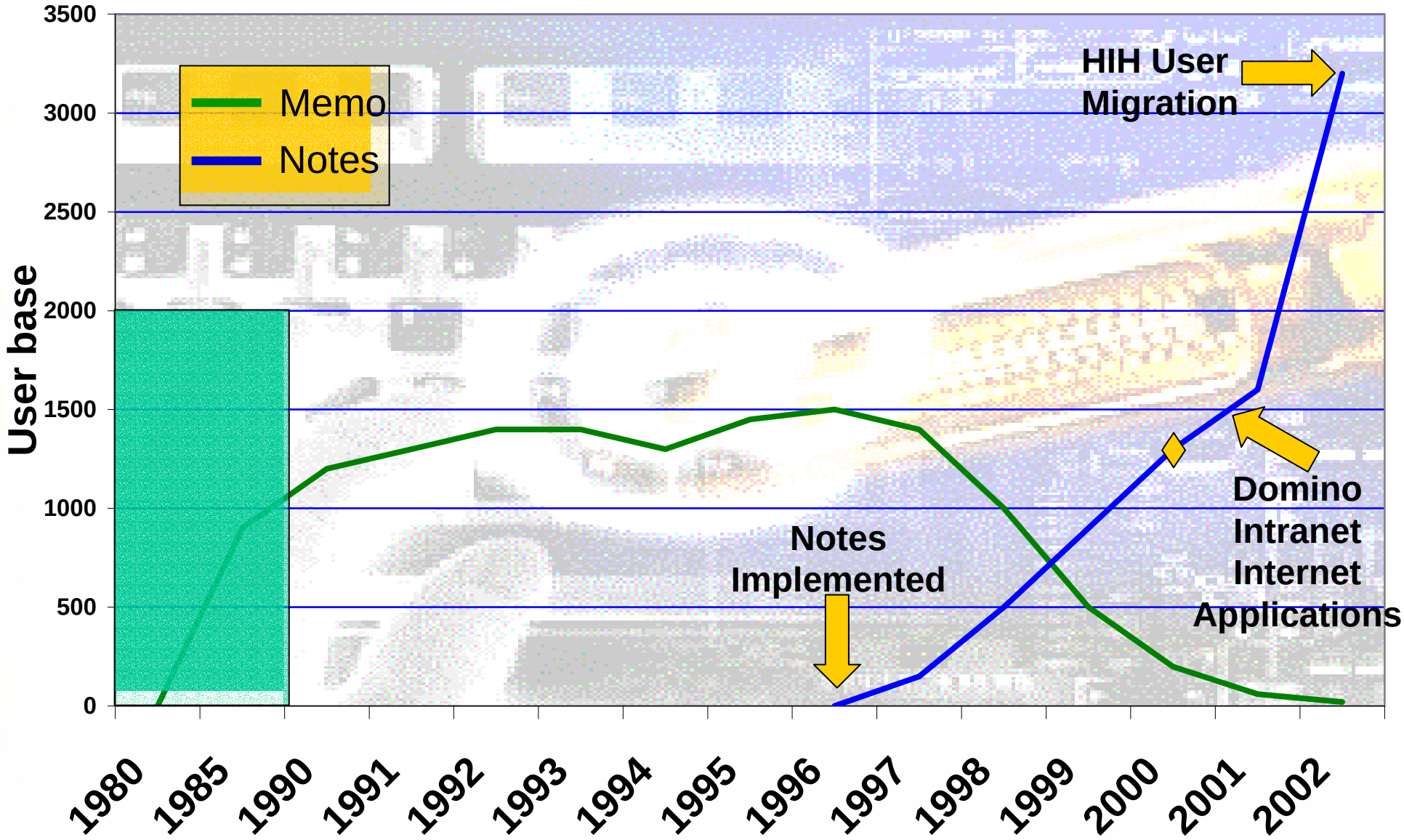


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# Why Domino

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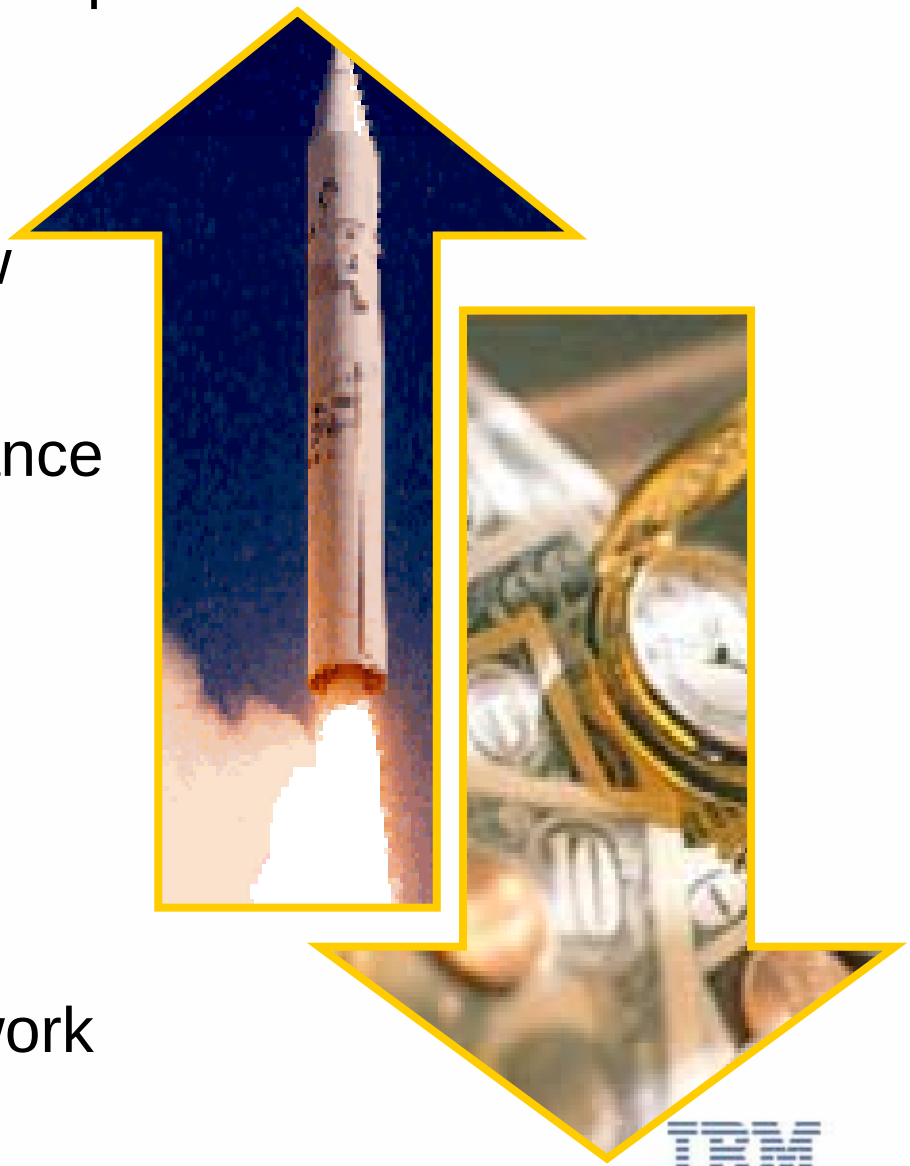
- ✓ Rapid Application Development
- ✓ Boost productivity
- ✓ Cost effective
- ✓ Collaborative workflow
- ✓ Integration
- ✓ Scalability & Performance
- ✓ Support
- ✓ Security
- ✓ Central Administration
- ✓ Active Monitoring
- ✓ Advanced diagnostics
- ✓ Business partner network



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# TCO Drivers

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- Managed environment
- Strong Security model
- J2EE & HTML development
- Browser enabled messaging - iNotes
- Centralised Administration
- Remote Server Administration
- Application Integration
- Lotus Enterprise Integrator
- Platform Independence
- Supports WebSphere open standards

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# Development environment

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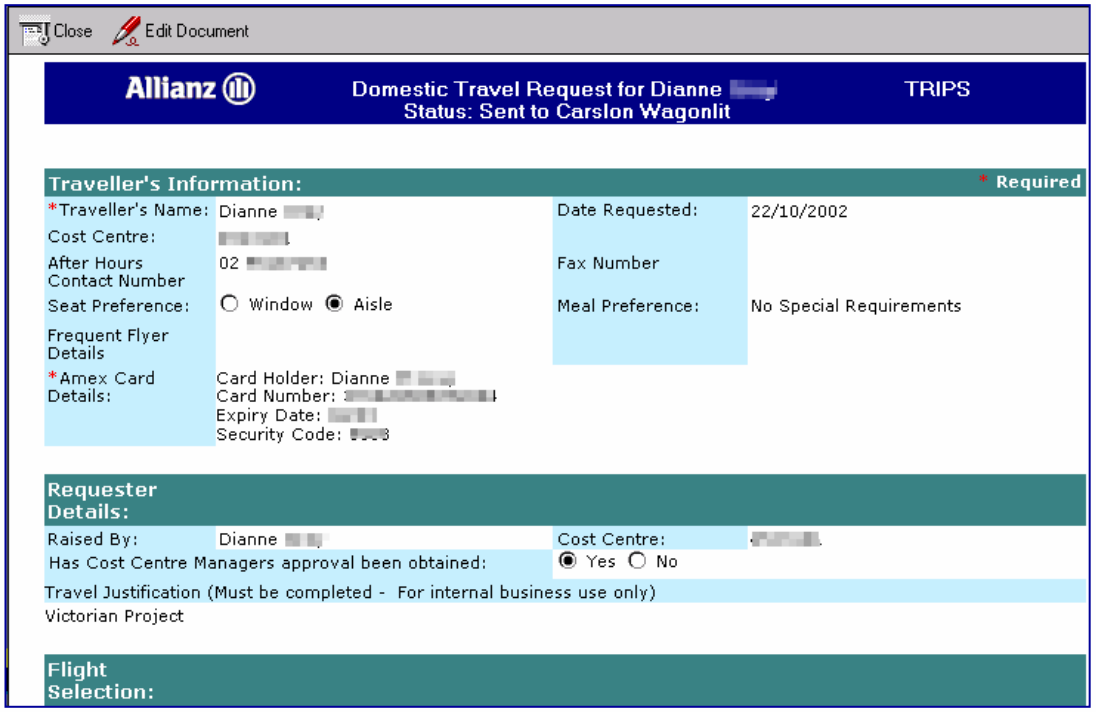
- Standards based
- Naming conventions
- Form design
- Agents
- Workflow
- Security
- LotusScript
- Navigators
- Common interface

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# Application Development

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200+ database applications

- Allianz Claims Management
- Corporate Directory
- HR forms library
  - Annual Leave
  - Recruitment
  - Bank details change
- VoiceComms – Phone & Mobile requests
- Internet, Intranet & Extranet sites
- Property maintenance
- Travel planning and bookings
- Printing & Stationary orders
- PC Desktop orders
- Security access requests

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# WEB Development

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# Application Profile

## **A**llianz **C**laims **M**anagement **S**ystem

A Notes success story

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# Project Mission

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**To scale up the General Insurance Claims application and infrastructure in order to support the increased number of users and claims post conversion of ex HIH systems to Allianz mainframe.**

## Challenges

- ***150 to 600+ users***
- ***Notes 4.5***
- ***5 x claims volume***
- ***2 Locations to 5 nationally***
- ***Retain rich user functionality***
- ***Ageing desktop & server environment***
- ***Have it implemented by 28 Feb 2002***

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# Business Objectives

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## Productivity Objectives

- Scale-up application to support national rollout
- Support expanded claims technicians roll
- Address business continuity – High Availability
- Provide High technical reliability and performance
- Support Business maintenance of key areas
- Reduce duplicate data entry

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# Business Objectives

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## Quality Objectives

- Enhance customer service delivery and claims management process.
- Enforce Standards & Consistency.
- Single process nationally.
- Centrally managed communications.

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# Claims Management

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**ACMS (General Insurance)**

- More than 600 users
- 5 National metropolitan sites
- 120,000 claims annually
- 556,000 managed documents

**Attachment & Archive stores**

- 3 million documents
- 1,020 Gb storage

**Faxing (inbound)**

- 48,000 faxes per month
- 160,000 pages

**Management**

- 1.5 Administration staff
- 1.5 Development staff

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# Environment

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**Mixture Notes 4.6x and 5 clients**

- Windows 2000 and NT 4, IE 5.5

**14 x Domino 5.**x **Mail Servers** (Outsourced)

**12 x Domino 5.0.10 Application Servers**

- Windows 2000 OS
- Dual 1.4Ghz processors
- 2Gb RAM
- 130 Gb Storage

# Infrastructure

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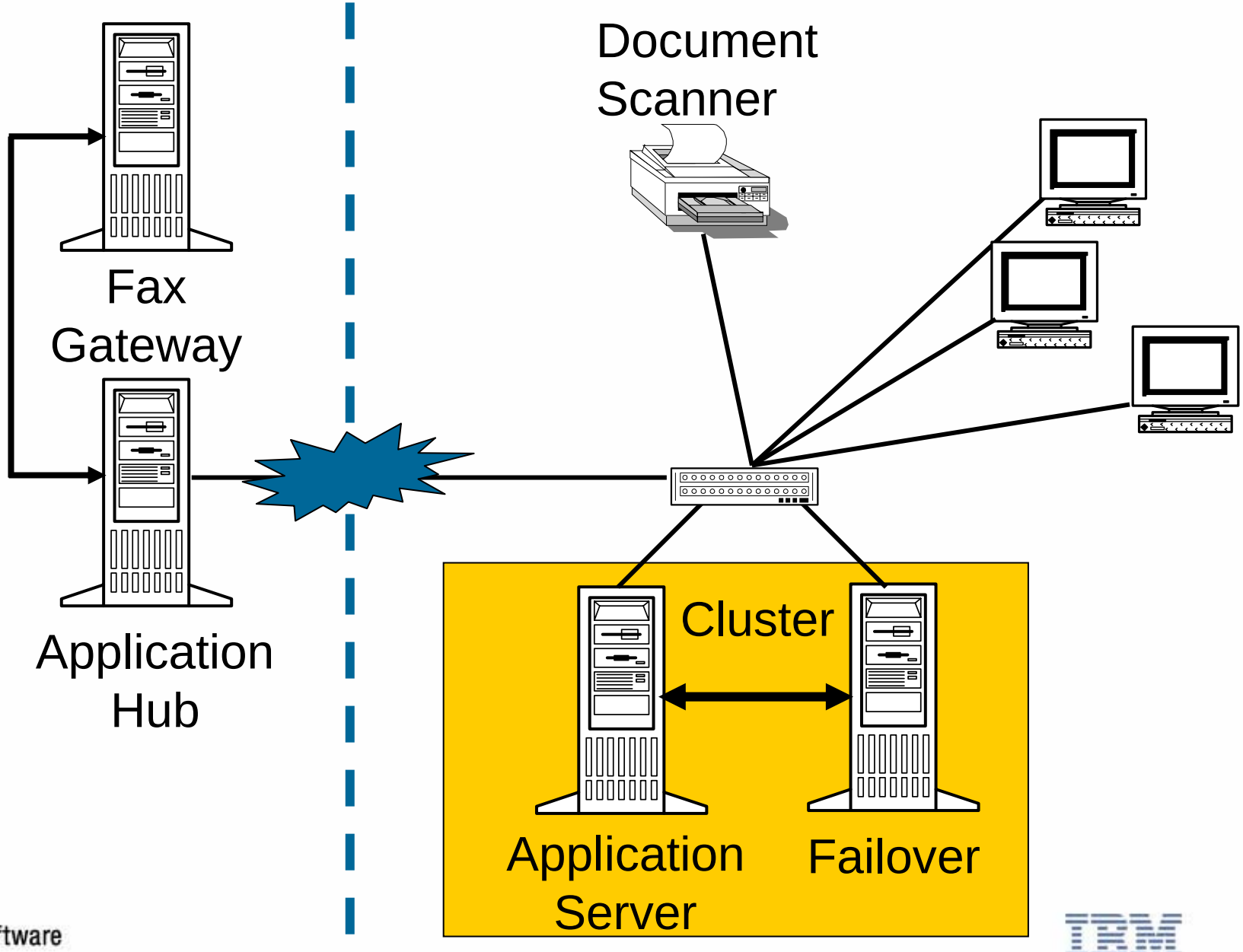


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# Administration

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- Pro-active checks
- Automated log scans
- Formal incident reports
- Problem knowledge base
- Active monitoring
- SMS alerts
- E-mail alerts
- Purpose built agent logs

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# ACMS Load monitoring

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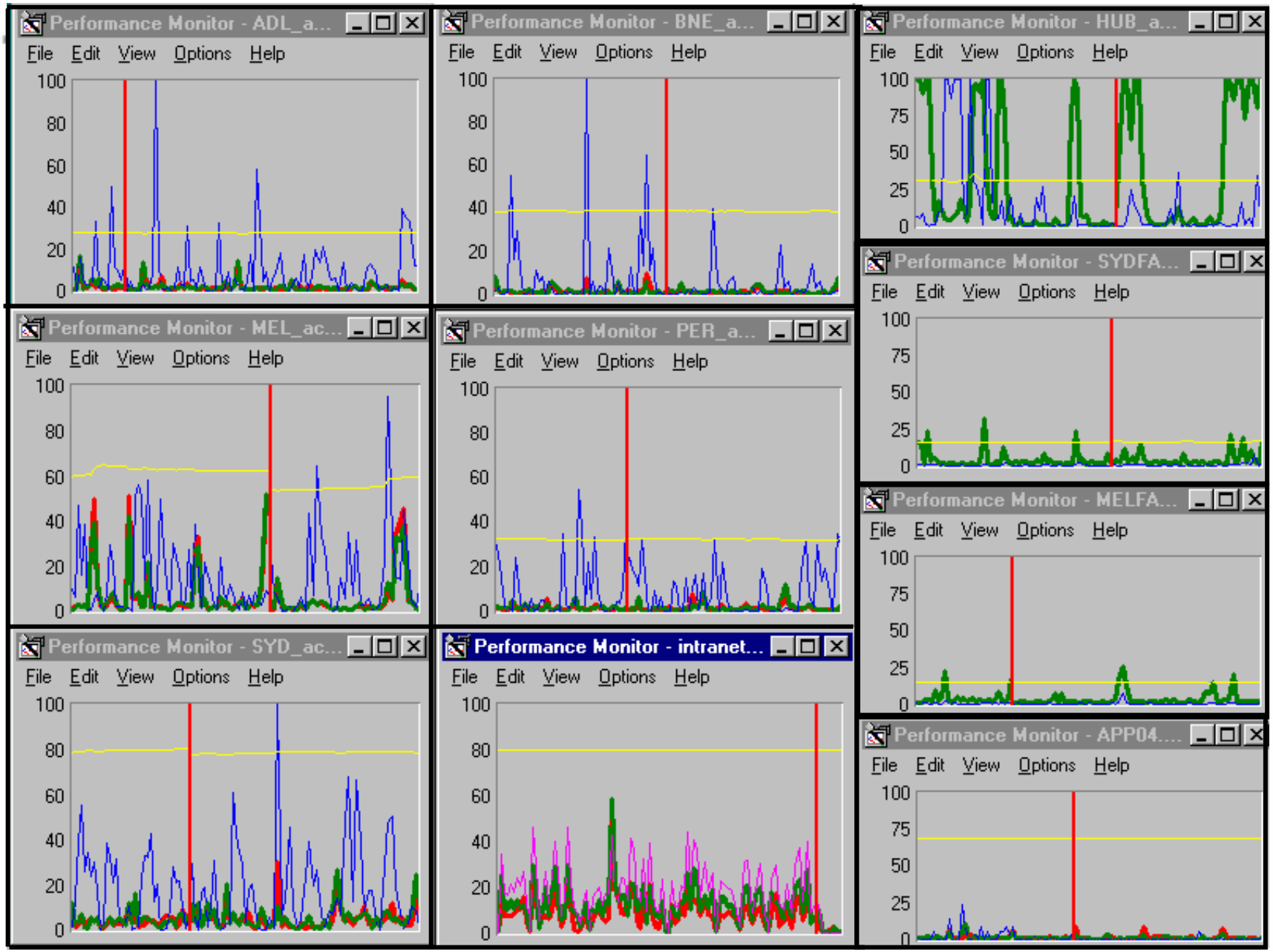


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# ACMS Server Status

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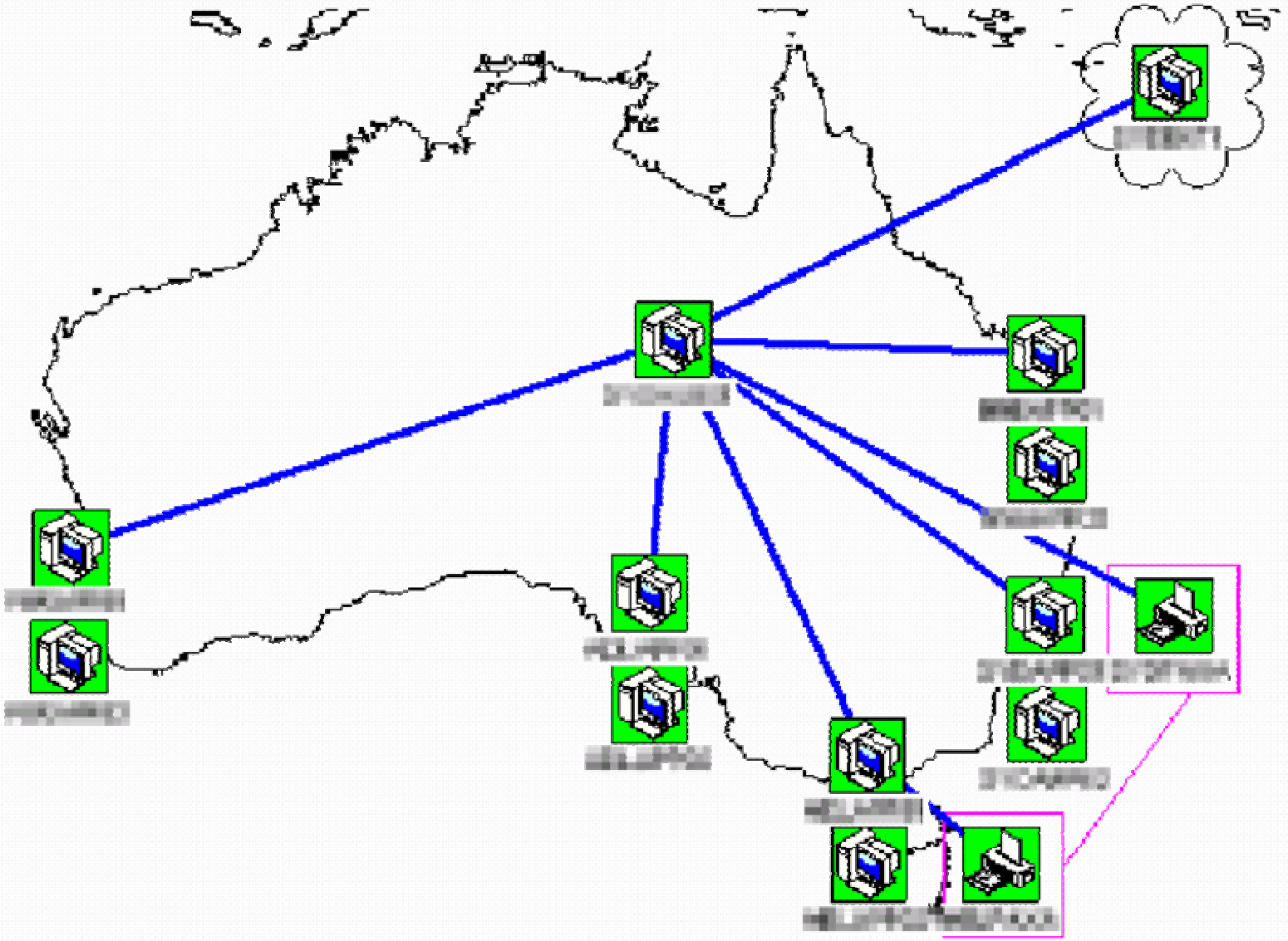

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# ACMS monitoring ND6

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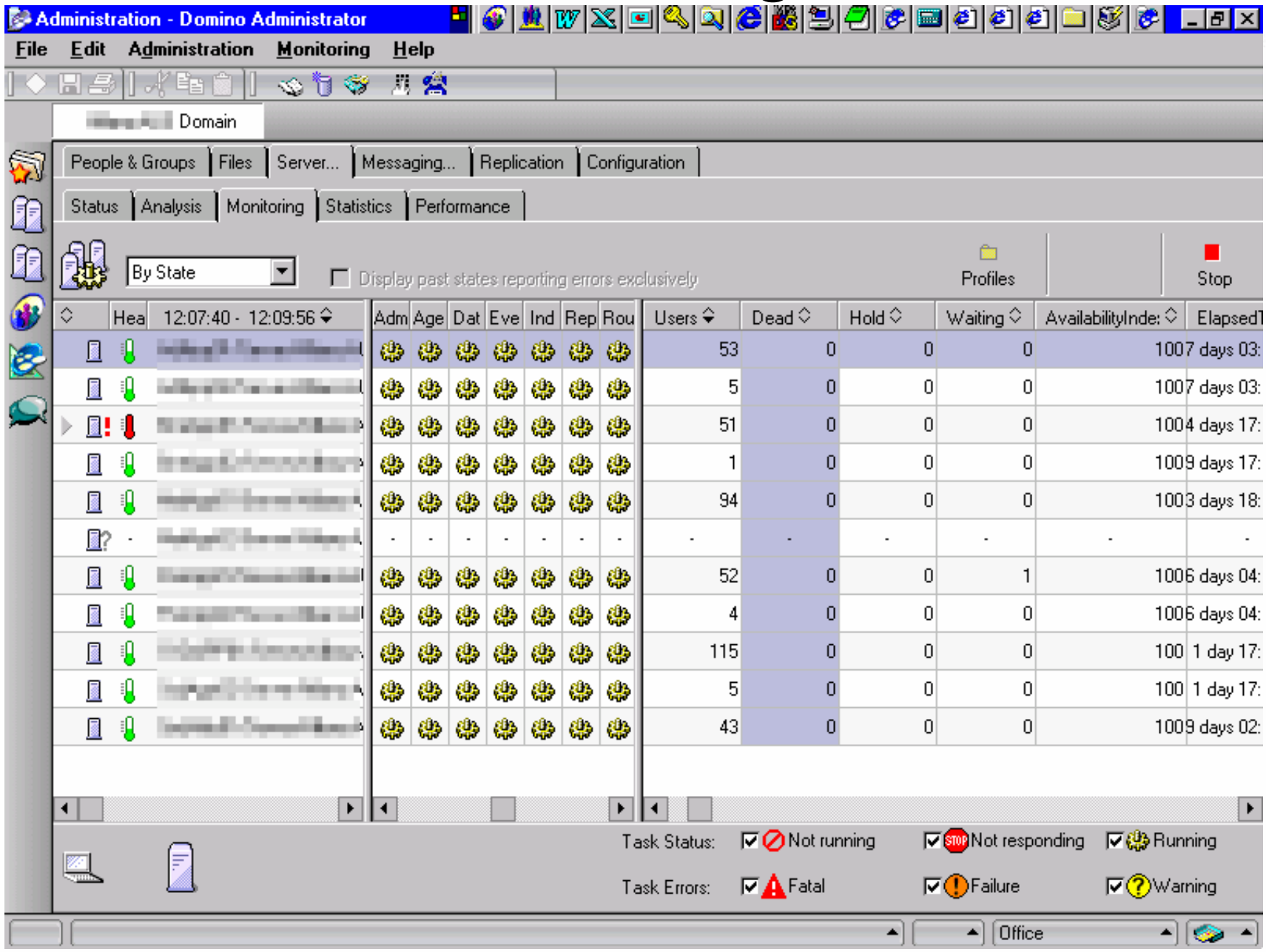


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# Future Direction

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**Short term**

- Notes/Domino 6
- Database Integration
- Storage management
- User awareness
- Problem notification & communication via IM
- Sametime – eMeetings, buddy lists
- Enhanced Administration

**Medium term**

- J2EE development
- Websphere Portal Server
- Web Services & enablement
- MS Office integration
- Wireless application development

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# Business Strategy

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**Automation of Claims Management**

- Increased productivity per claims technician
- Reduced claims turnaround
- Improved communication (e-mail, fax)

**Better integration capabilities will allow ACMS to manage the end to end claims process**

- Greater customer service / satisfaction
- Improved efficiency / higher claims throughput
- Lower maintenance costs through fewer system components, middleware, etc)

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# Development & Admin

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**Development & Admin improvements**

- No increase in support resources
- Greater business support

**Enhanced Interface options**

- e-business capability (web)
- Improved customer service
- Lower transaction costs
- Reduced admin / call centre overhead
- Mobile workforce capability (wireless, browser)
- Centralised scheduling -> improved efficiency
- Higher throughput -> lower costs

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# Quickplace

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# QuickPlace

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- Web based Project Management
- Centralised Project documentation
- Virtual Teams
- Project team’s self service
- Advanced searches
- Inherent collaboration
- Team calendar
- Sametime integration
- Team awareness

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# Project Scheduling

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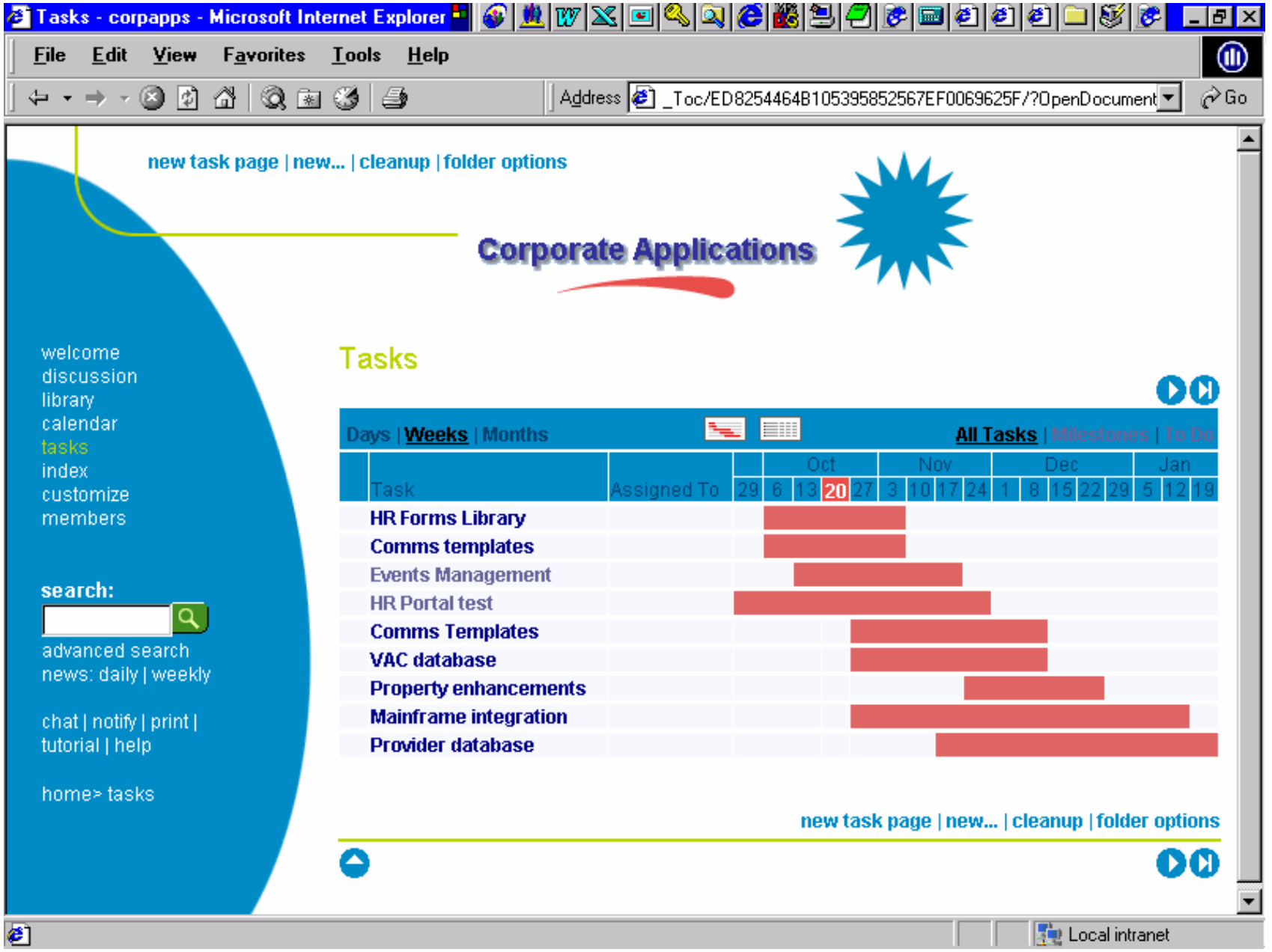


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# Leave Planning

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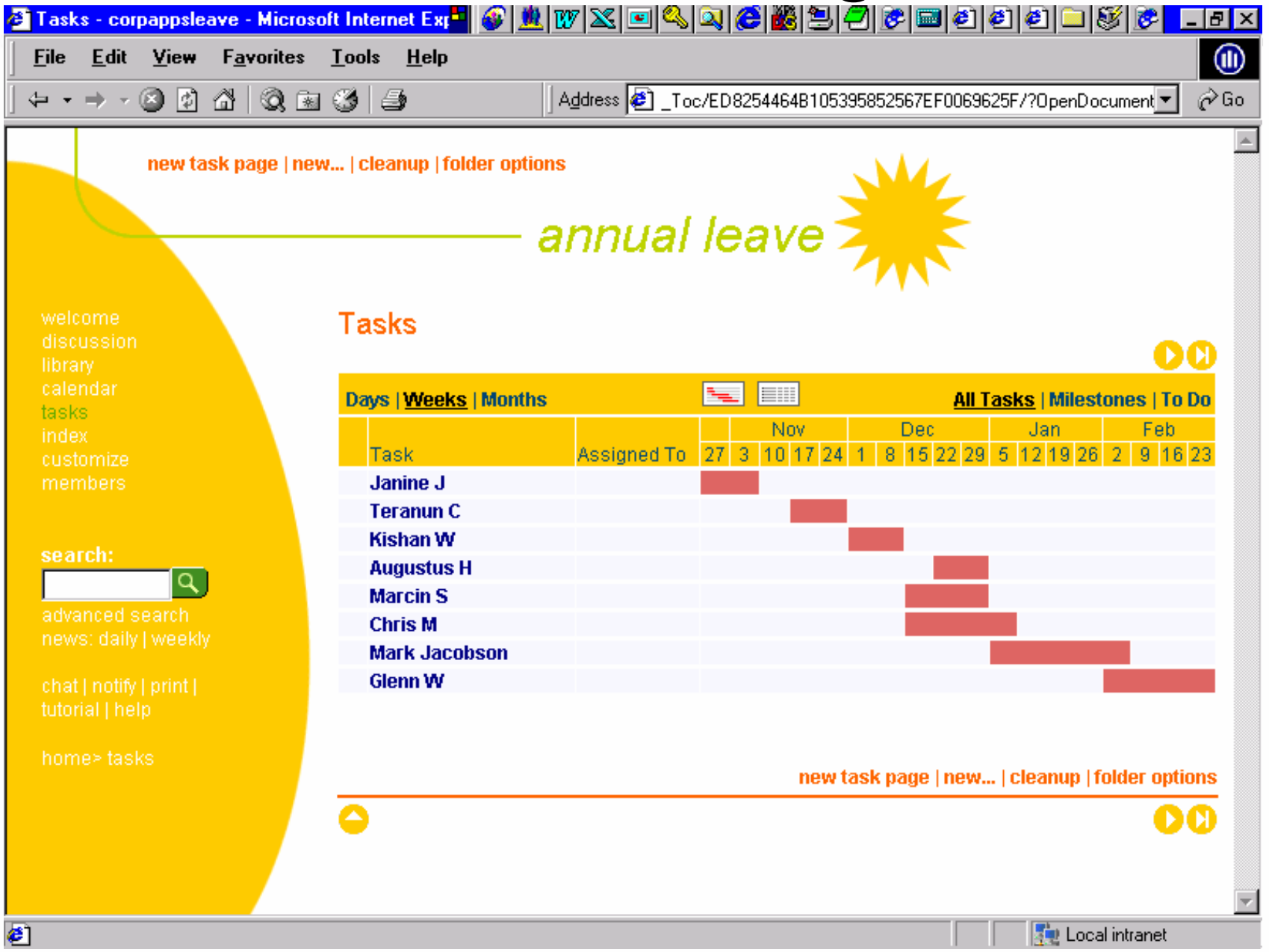


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# Notes / Domino 6

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# Performance & Reliability

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**SERVER**

Performance improvements

- Replication and network compression
- Application efficiencies through new formula engine
- HTTP server scalability / reliability / availability (significant architectural improvements)
- Advanced real-time - access to backend data
- Improved transaction logging
- Full text searching

# Performance & Reliability

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**ADMINISTRATION**

- Stop triggers to assist in troubleshooting
- Statistic charts / improved reporting
- Active directory integration
- Activity trend reporting
- Server health monitoring
- Better management of cluster load-balancing

**SECURITY**

- Centralised Directory Options
- Enhanced LDAP support
- Internet Authentication
- Smart card support
- Single sign-on

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# Development

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**APPLICATION**

- document locking
- improved formula language and LotusScript
- greater Java Support
- native HTML support in notes client
- greater XML support
- web services support

**BACKEND INTEGRATION**

- virtual documents / attachments / views (of backend data)
- virtual agents – to access & control backend data
- improved performance
- integrated DECS

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# Questions

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