



# 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**

# Company Profile

## 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

# Strategic Path

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## Notes & Domino

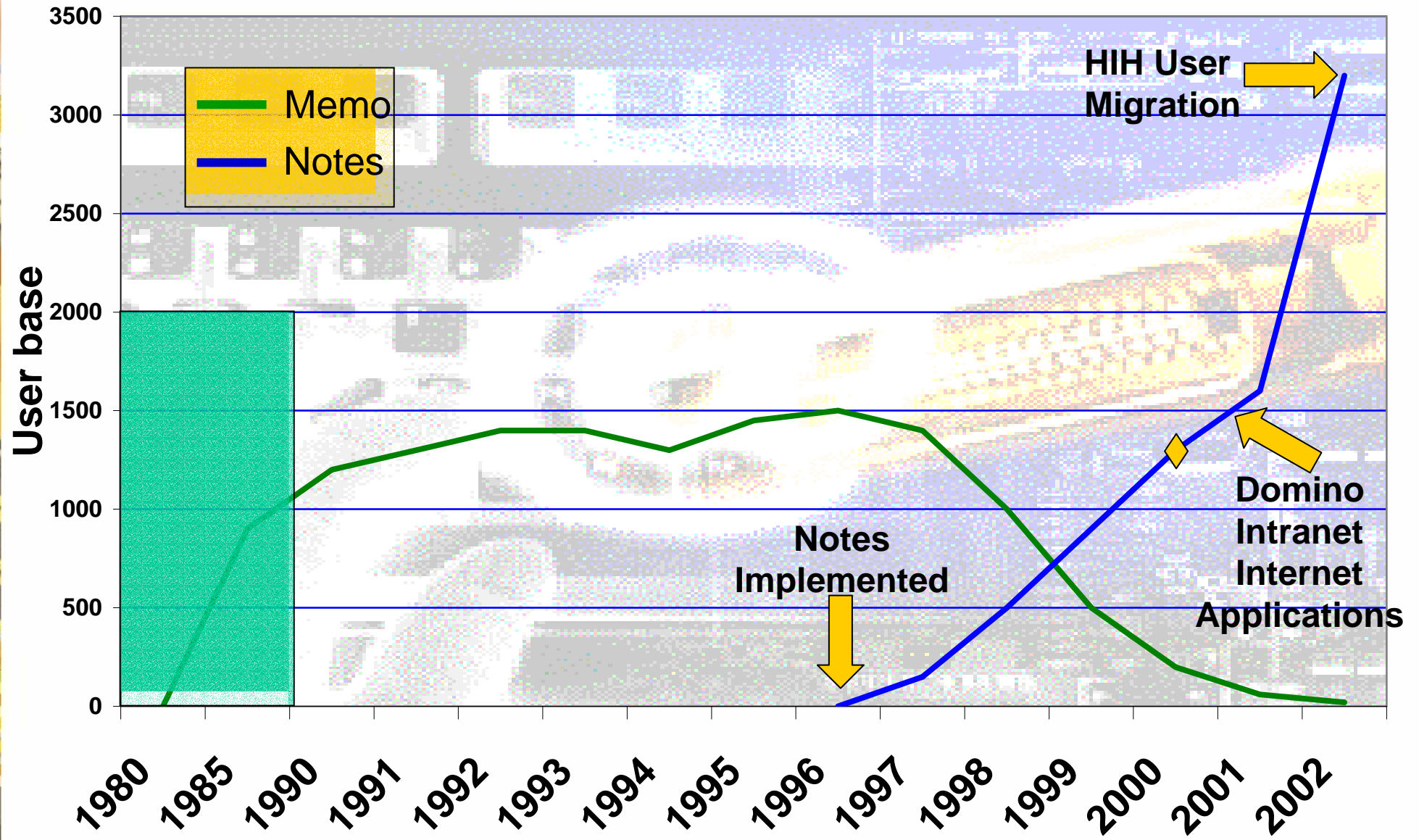
- Corporate Application Integration
- Minimise “Rip & Replace” projects
- Web enable applications
- ‘Thin client’ browser based
- Web services

## Development

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

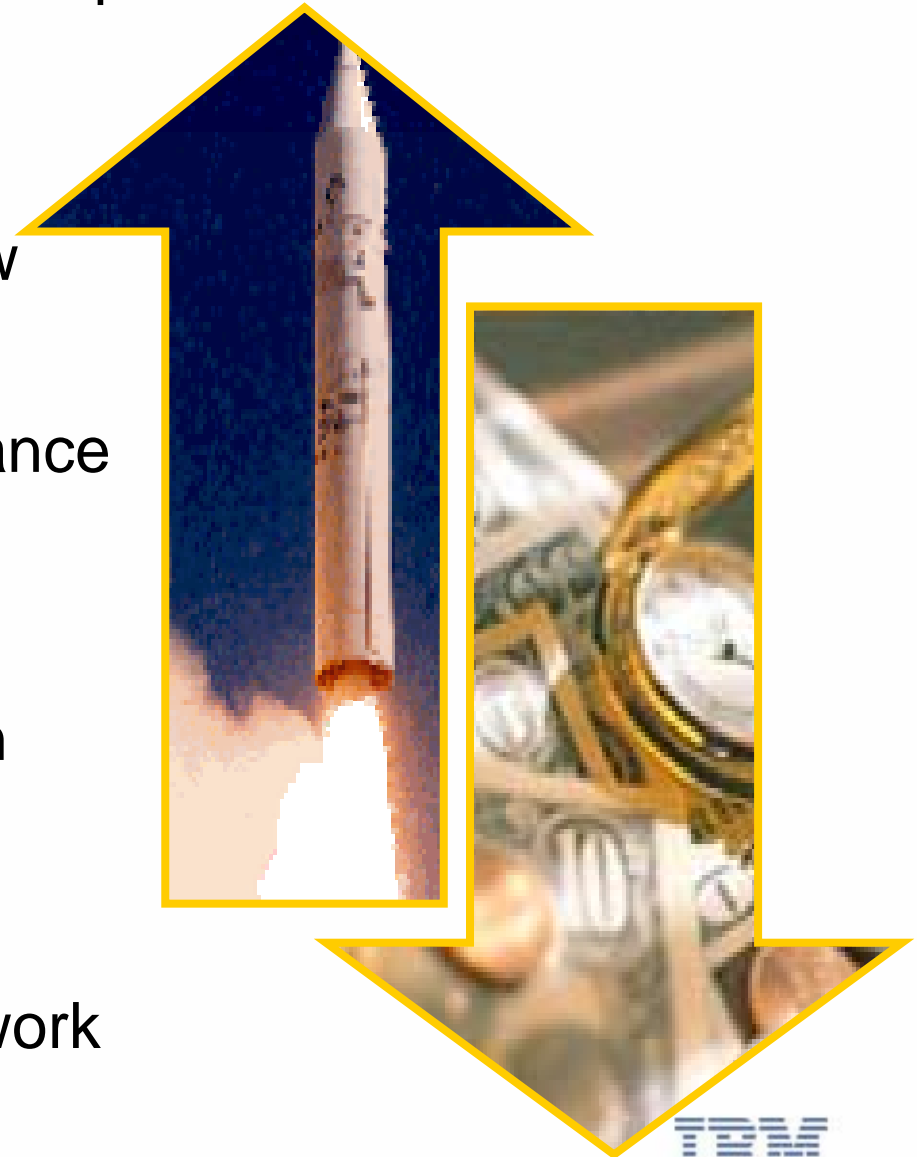


# E-mail Migration Timeline



# Why Domino

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



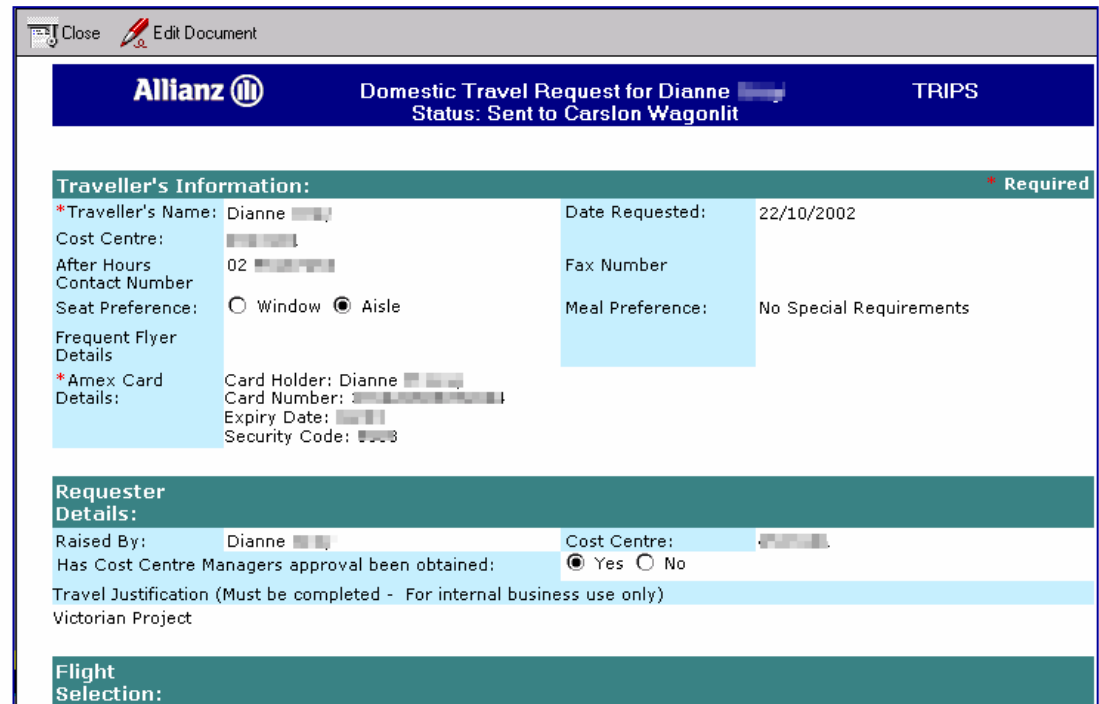
# TCO Drivers

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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

# Development environment The Power On Your Side

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



Close Edit Document

**Allianz** Domestic Travel Request for Dianne TRIPS  
Status: Sent to Carston Wagonlit

**Traveller's Information:** \* Required

\* Traveller's Name: Dianne  
 Cost Centre:  
 After Hours Contact Number: 02  
 Seat Preference:  Window  Aisle  
 Frequent Flyer Details:  
 \* Amex Card Details: Card Holder: Dianne, Card Number: , Expiry Date: , Security Code:

Date Requested: 22/10/2002  
 Fax Number:  
 Meal Preference: No Special Requirements

**Requester Details:**

Raised By: Dianne  
 Has Cost Centre Managers approval been obtained:  Yes  No  
 Travel Justification (Must be completed - For internal business use only)  
 Victorian Project

**Flight Selection:**



# Application Development

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



The image shows a stack of overlapping application windows. The top window is a form titled "Allianz Domestic Travel Request for Dianne" with the status "Sent to Carillon Wagonit" and "TRIPS". The form contains the following fields:

Traveller's Information:		Required
Traveller's Name: Dianne	Date Requested: 22/11/2002	
Cost Centre: 02	Fax Number:	
Contact Number:	Meal Preference: No Special Requirements	
Seat Preference: <input type="radio"/> Window <input checked="" type="radio"/> Aisle		
Frequent Flyer Details		
* Amex Card Card Holder: Dianne	Card Number:	
Details: Card Number:	Expiry Date:	
	Security Code: 0000	
Requester Details:		
Raised By: Dianne	Cost Centre:	
Has Cost Centre Managers approval been obtained: <input checked="" type="radio"/> Yes <input type="radio"/> No		
Travel Justification (Must be completed - For internal business use only)		
Victorian Project		
Flight Selection:		

# WEB Development





# Application Profile

## Allianz **C**laims **M**anagement **S**ystem

A Notes success story

# Project Mission

**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***



# 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



# 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.

# 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

# Environment

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## **Mixture Notes 4.6x and 5 clients**

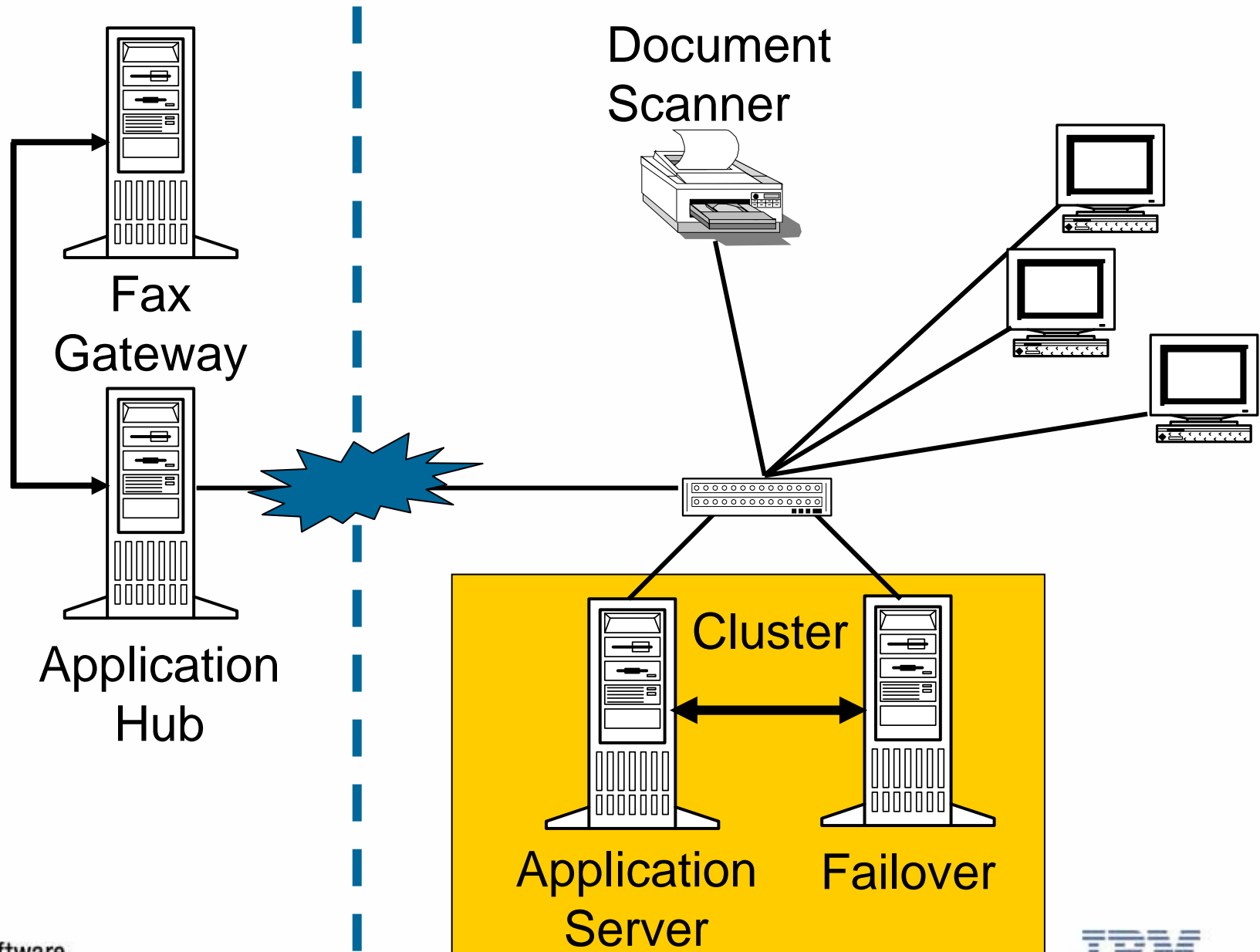
- Windows 2000 and NT 4, IE 5.5

## **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



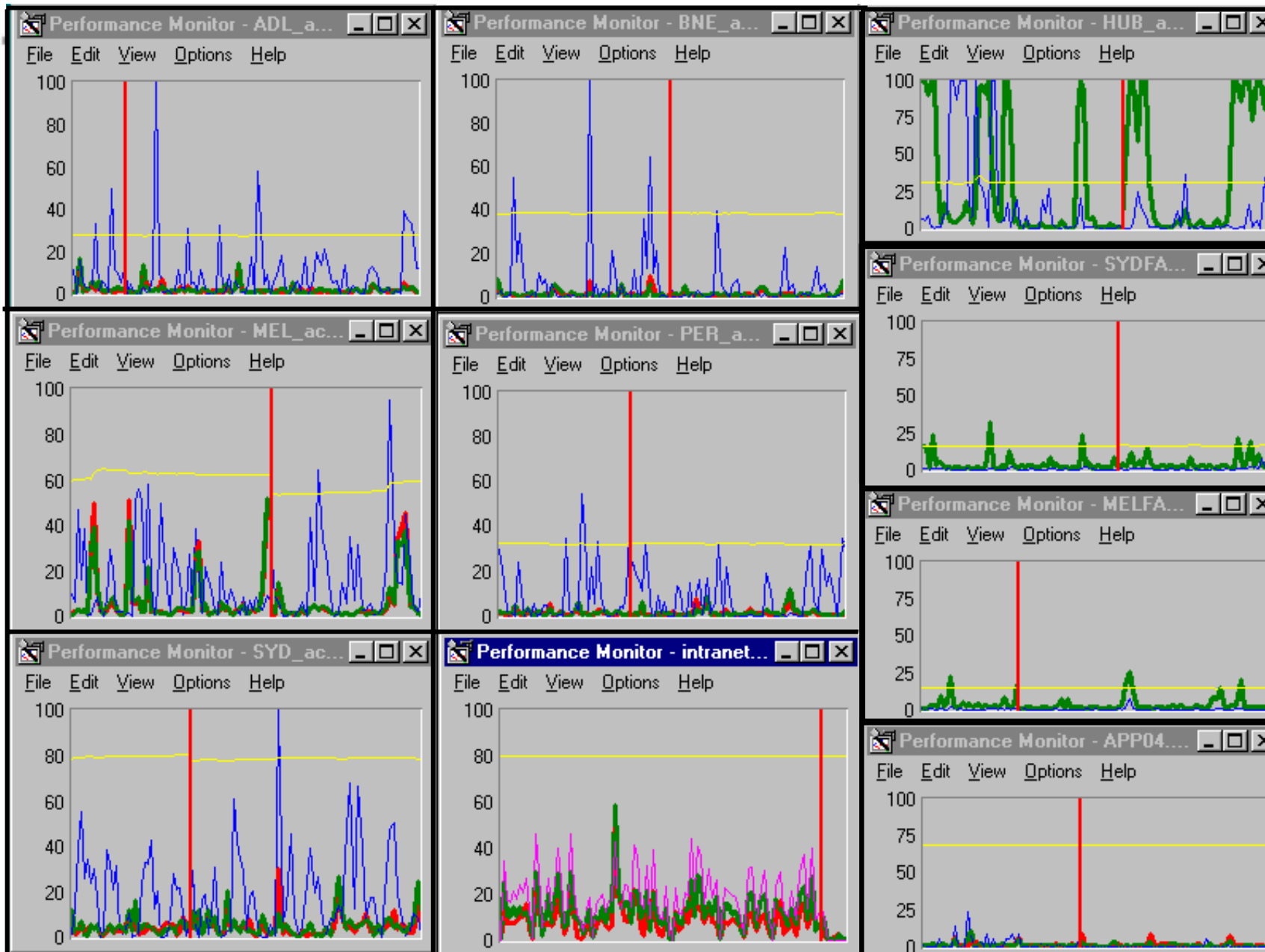
# Administration

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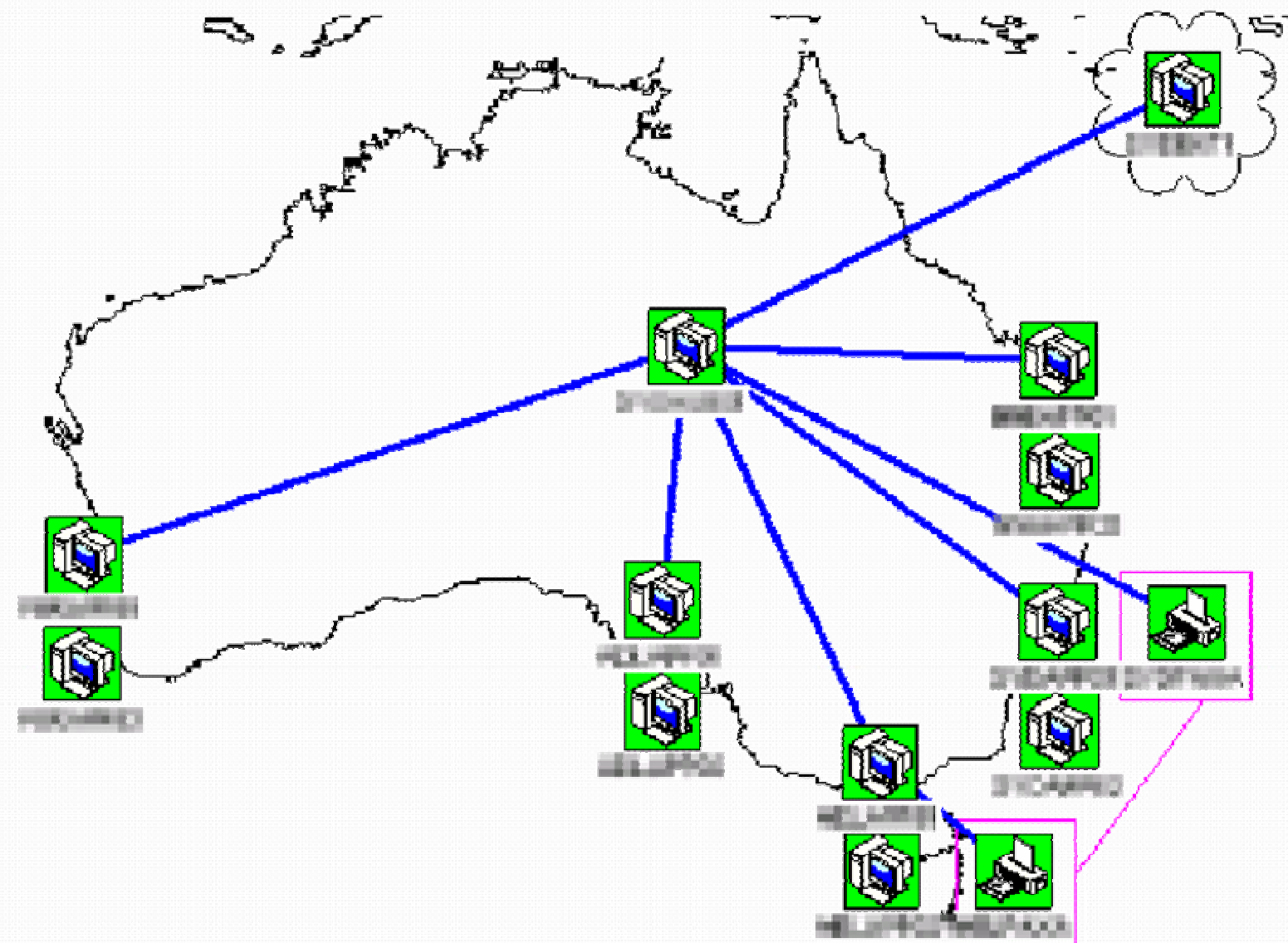
- Pro-active checks
- Automated log scans
- Formal incident reports
- Problem knowledge base
- Active monitoring
- SMS alerts
- E-mail alerts
- Purpose built agent logs



# ACMS Load monitoring



# ACMS Server Status



# ACMS monitoring ND6

Administration - Domino Administrator

File Edit Administration Monitoring Help

Domain

People & Groups Files Server... Messaging... Replication Configuration

Status Analysis Monitoring Statistics Performance

By State  Display past states reporting errors exclusively

Profiles Stop

Hea	12:07:40 - 12:09:56	Adm	Age	Dat	Eve	Ind	Rep	Rou	Users	Dead	Hold	Waiting	AvailabilityInde	Elapsed
									53	0	0	0		1007 days 03:
									5	0	0	0		1007 days 03:
									51	0	0	0		1004 days 17:
									1	0	0	0		1009 days 17:
									94	0	0	0		1003 days 18:
									52	0	0	1		1006 days 04:
									4	0	0	0		1006 days 04:
									115	0	0	0		100 1 day 17:
									5	0	0	0		100 1 day 17:
									43	0	0	0		1009 days 02:

Task Status:  Not running  Not responding  Running

Task Errors:  Fatal  Failure  Warning

Office

# Future Direction

## 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

# Business Strategy

## 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)



# Development & Admin

## 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

# Quickplace

# 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


# Project Scheduling

Tasks - corpapps - Microsoft Internet Explorer

File Edit View Favorites Tools Help


Address [\\_Toc/ED8254464B105395852567EF0069625F/?OpenDocument](#) Go

[new task page](#) | [new...](#) | [cleanup](#) | [folder options](#)

**Corporate Applications** 



**Tasks**

welcome  
discussion  
library  
calendar  
**tasks**  
index  
customize  
members

search:  
   
advanced search  
news: daily | weekly

chat | notify | print |  
tutorial | help

home > tasks

Days | **Weeks** | Months  

**All Tasks** | [Milestones](#) | [To Do](#)

Task	Assigned To	Oct					Nov				Dec			Jan				
		29	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19
HR Forms Library																		
Comms templates																		
Events Management																		
HR Portal test																		
Comms Templates																		
VAC database																		
Property enhancements																		
Mainframe integration																		
Provider database																		

[new task page](#) | [new...](#) | [cleanup](#) | [folder options](#)

Local intranet


# Leave Planning

Tasks - corpappsleave - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Address [\\_Toc/ED8254464B105395852567EF0069625F/?OpenDocument](#) Go

[new task page](#) | [new...](#) | [cleanup](#) | [folder options](#)

*annual leave* 



welcome  
discussion  
library  
calendar  
**tasks**  
index  
customize  
members



search:  

advanced search  
news: daily | weekly

chat | notify | print |  
tutorial | help




home > tasks

**Tasks**  

Days | **Weeks** | Months   [All Tasks](#) | [Milestones](#) | [To Do](#)

Task	Assigned To	Nov		Dec					Jan			Feb							
		27	3	10	17	24	1	8	15	22	29	5	12	19	26	2	9	16	23
Janine J																			
Teranun C																			
Kishan W																			
Augustus H																			
Marcin S																			
Chris M																			
Mark Jacobson																			
Glenn W																			

[new task page](#) | [new...](#) | [cleanup](#) | [folder options](#)

Local intranet



# Notes / Domino 6

# 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

# 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

# Summary

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