

IBM SolutionsConnect 2013

Turning Opportunity into Outcomes.



Op weg naar de favoriete Verzekeraar

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Content in Motion

Smarter Content. New Insights. Better Outcomes.



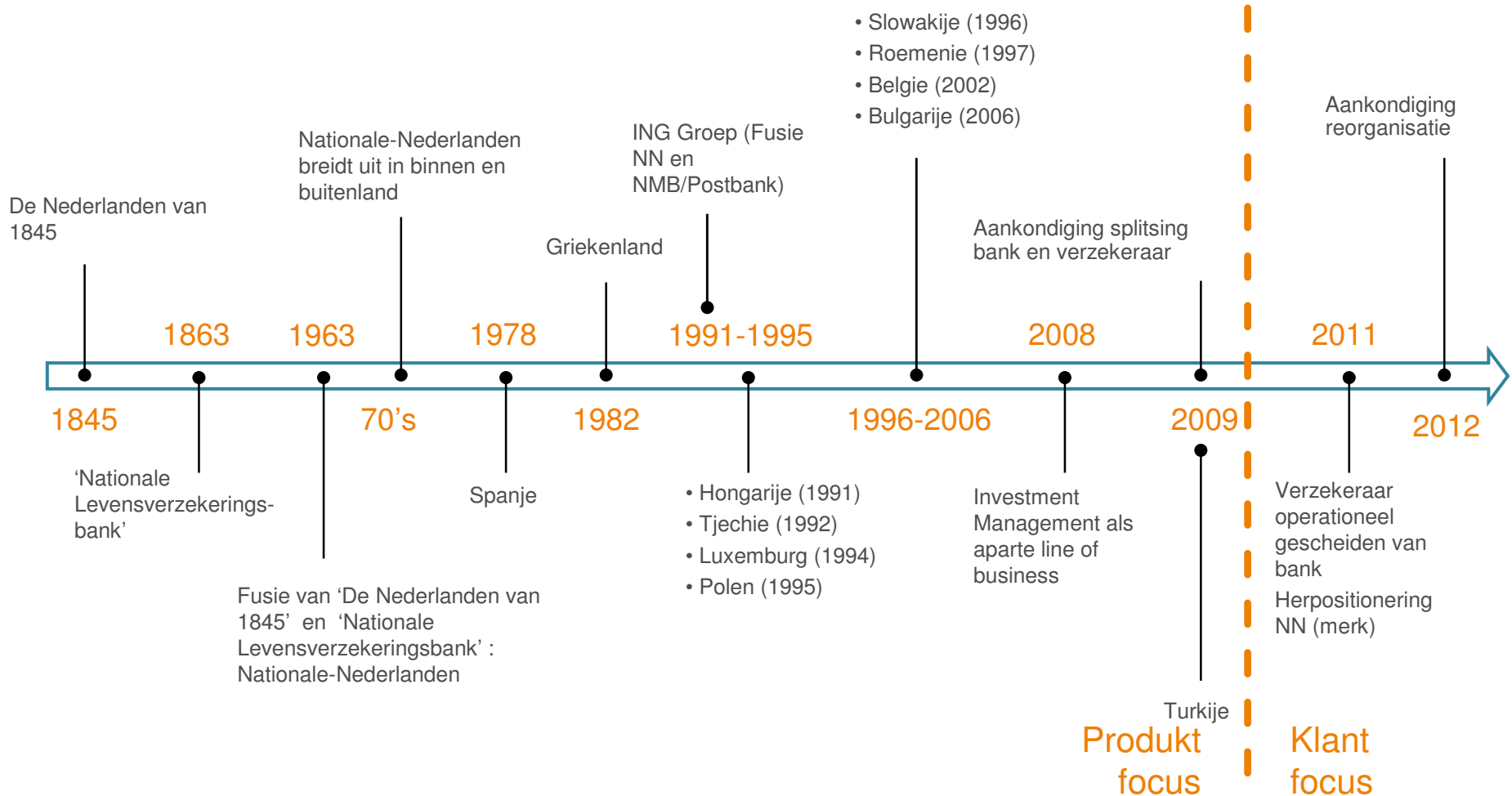
nationale
nederlanden



Digitaal archief



Nationale-Nederlanden actief sinds 1845

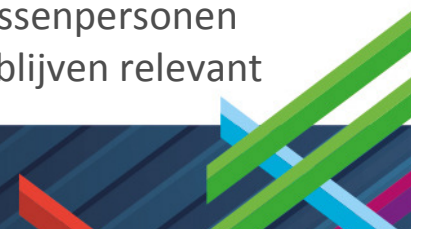


Missie, visie en strategie en de klant



- Missie - Klanten zoeken naar zekerheid en Nationale-Nederlanden wil klanten daarvoor verzekeren.
- Visie - Nationale Nederlanden wil de meest favoriete verzekeraar voor klanten, aandeelhouders en medewerkers zijn.
- Strategy – Klant Centraal - Keuzes maken over producten en diensten - Vernieuwing (innovatie and transformatie) van de polisadministraties

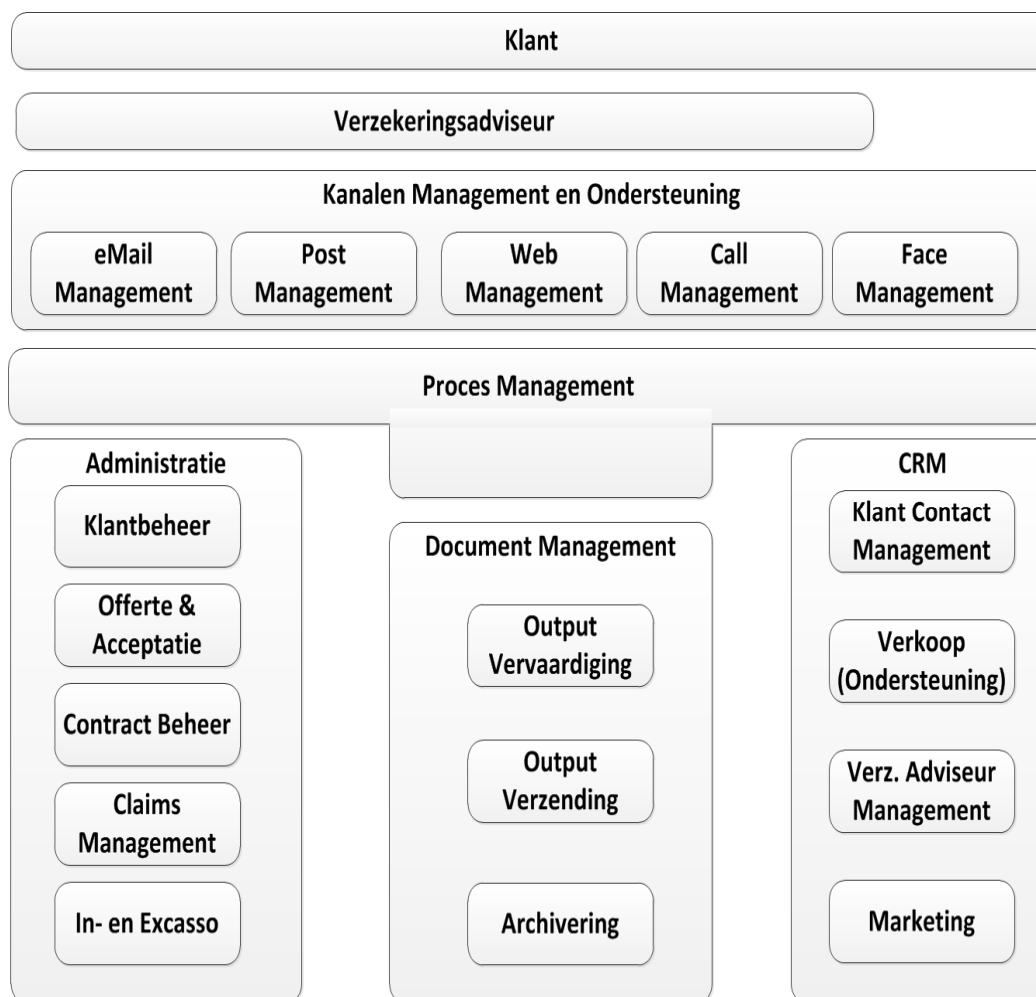
- Klanten zoeken naar waarde:
 - Balans tussen prijs, product en bediening
 - Gemak en transparantie verkoop proces
 - Kopen met vertrouwen
 - Niet-prijs factoren (dienstverlening en merk) worden belangrijke selectie criteria omdat klanten zoeken naar een manier om zich te onderscheiden
- Ontwikkelingen in technologie (online en social media):
 - Verandert de manier waarop klanten omgaan met verzekeraars
 - Traditionele kanalen (tussenpersonen en loondienstagenten) blijven relevant

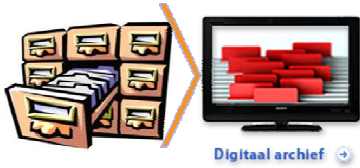




Business view op de klant

- Klant kiest aankoopkanaal
- Klant kiest communicatiekanaal
- NN stroomlijnt en bestuurt haar competenties
- NN biedt Selfserve faciliteiten
- NN stelt informatie beschikbaar (oa online Archief)





Elektronisch Archief - Nu

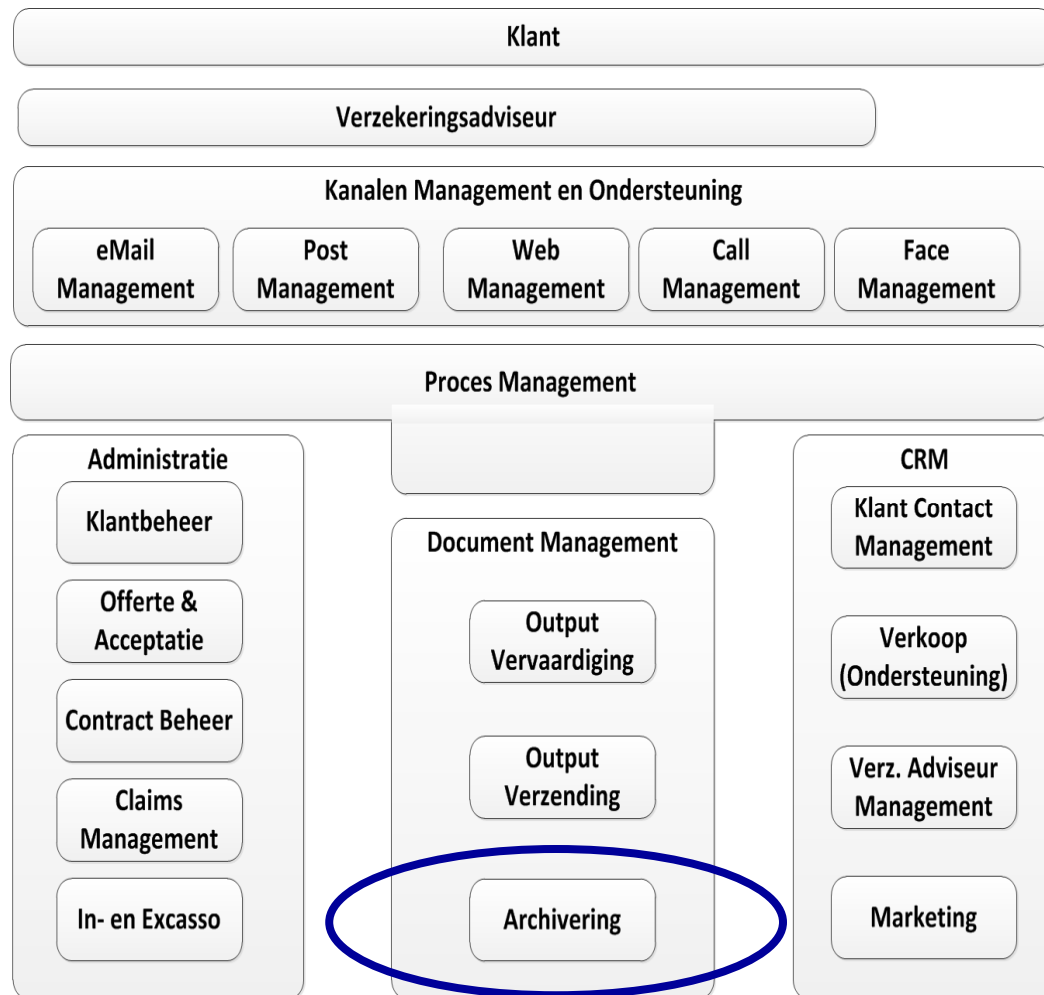


Informatie is er wel aanwezig, maar we kunnen het onvoldoende beschikbaar stellen!

Postkamer en work Flow Management

•Aantallen:

- > 4000 licenties (intern)
- 70 milj documenten
- Groei documenten 10% per jaar
- Productie omvang 17 Tb



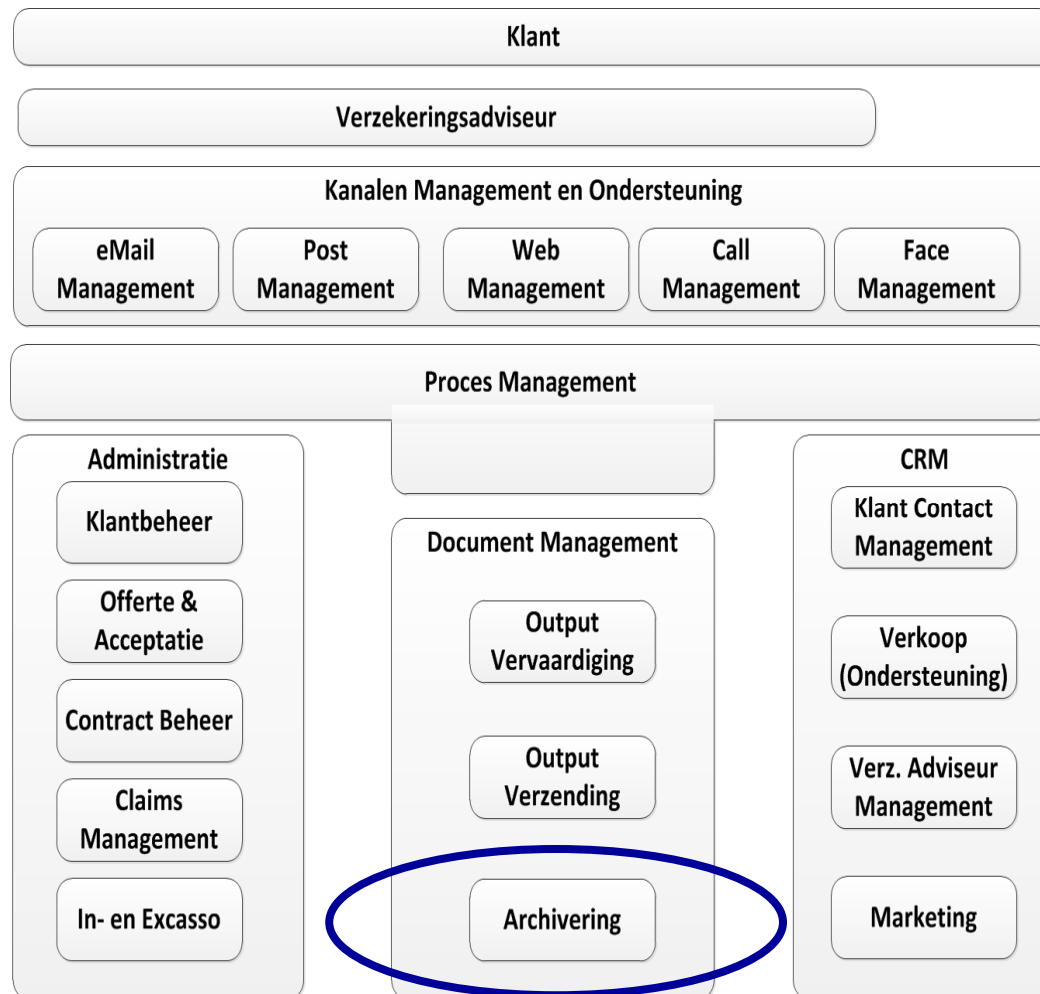


Elektronisch Archief - Target



Informatie is beschikbaar waar het nodig is!

- Standaardoplossing
- Kosten naar gebruik
- Services Based
- Moderne oplossing: retentie, full tekst search, web enabled, etc,
- Intern gebruik: operationeel, specialisten
- Extern gebruik: selfserve verzekeringsadviseurs en klanten





Hoe gekomen tot IBM?



2010 Onderzoek naar Target Infra

- IBM kandidaat

2012 Problemen EA NN Zakelijk

- IBM geselecteerd door NNZ voor Pilot
- Cloud oplossing
- Filenet als basis
- Quick scan goed

2012-2013 RFP Strategische keuze

- IBM SCCM

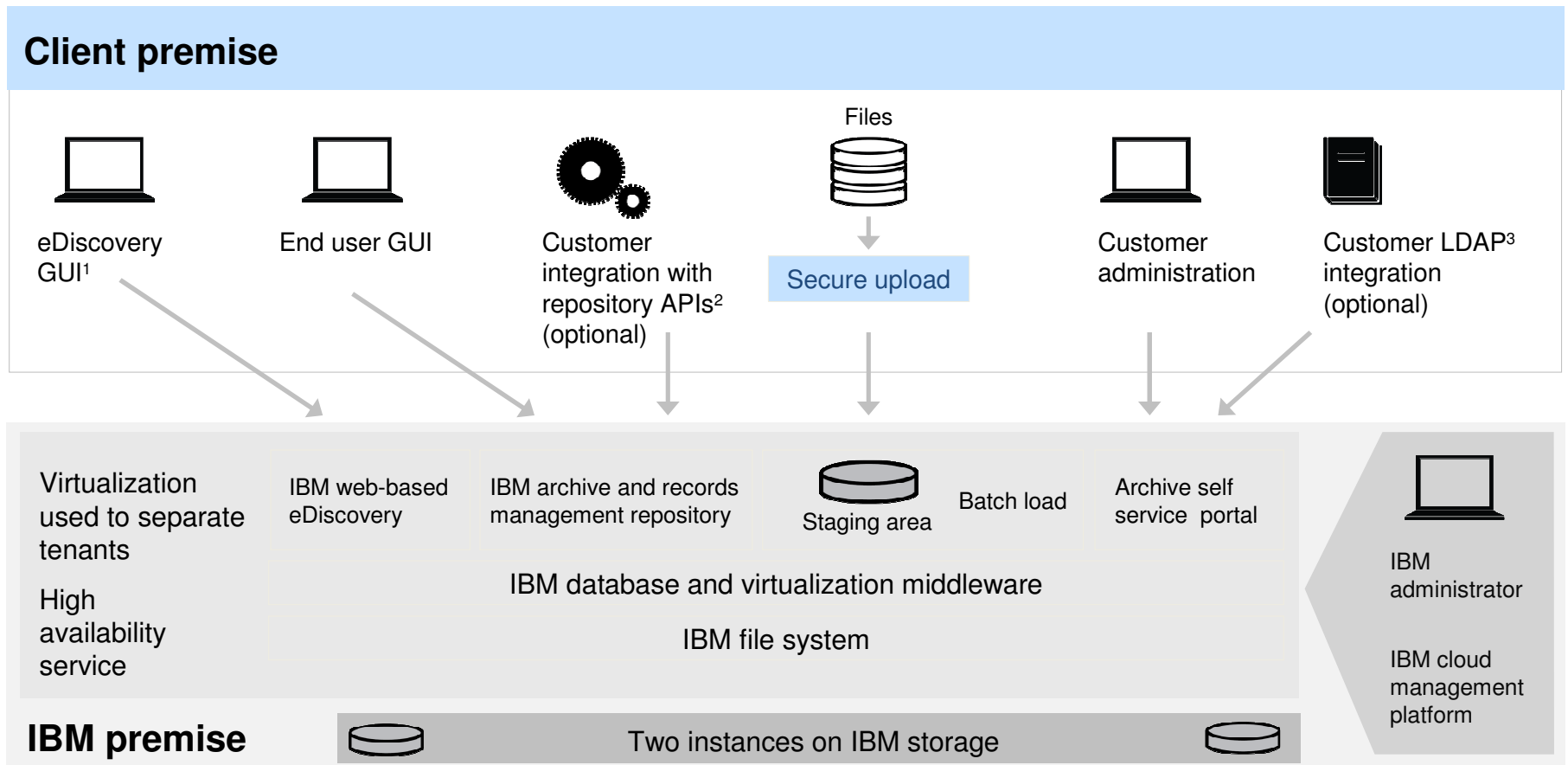
2012-2013 Pilot realisatie NN Zakelijk

- IBM SCCM
- REST-protocol
- CMIS standaarden
- Na 3 á 4 maanden implementatie
- Draait foutloos
- Uitbreiding SCCM

2013 Uitrol IBM SCCM

- Migratie aanpak
- Financiering

IBM SmartCloud Content Management high level Architecture overview



¹GUI: Graphical user interface; ²API: Application programming interface; ³LDAP: Lightweight directory access protocol



Easily manage your archive through the SmartCloud Administrative Portal ... to create i.e. your retention policies the way you want them...



The screenshot displays the IBM SmartCloud Archive Administrative Portal. The top navigation bar includes 'Welcome, t02sysadmin', 'Business User Client', 'Help', 'About', and 'Log Out'. The main menu contains 'Welcome', 'Security Configuration', 'System Configuration', 'Archive Management', 'System Tasks Management', 'Monitoring', and 'Reporting'. A 'Welcome to the IBM® SmartCloud Archive' dialog box is open, listing tasks such as 'Administer the security', 'Configure system activities', 'Manage the archive configuration', 'Schedule system tasks', 'Monitor system activities', and 'Review reports'. The 'Archive Management' section is active, showing a tree view of 'Archive Entities' with 'Retention Policies' selected. The 'Retention Policies' page features a table with columns for Policy Name, Description, Retention Event, Retention Start Date, Aggregation, Year, Month, and Day. Below the table are 'New...', 'Edit...', 'Delete', and 'Refresh' buttons.

Policy Name	Description	Retention Event	Retention Start Date	Aggregation	Year	Month	Day
1 retention policy	1 retention policy type record	Date Created (DateCreated)	Date Created (DateCreated)	Record Folder	2	2	0
2 retention policy	1 retention policy type record	Date Created (DateCreated)	Date Created (DateCreated)	Record Folder	2	2	0
a retention policy	a retention policy type record	Date Created (DateCreated)	Date Created (DateCreated)	Record	1	0	0
A retention policy	A retention policy type record	Date Created (DateCreated)	Date Created (DateCreated)	Record Category	1	7	0
Application received + 1 Year	Deletes an application after one year.	Customer Number (CST_NUM)	[Event Date]	Record	1	0	0
B retention policy	B retention policy type record	Date Created (DateCreated)	Date Created (DateCreated)	Record Category	2	7	0
b retention policy	b retention policy type record	Date Created (DateCreated)	Date Created (DateCreated)	Record	2	0	0
Call Date + 1 Month		Call Date (CALL_DATE)	Call Date (CALL_DATE)	Record	0	1	0
Date Created + 1 Year	Deletes a record one year after it is created.	Date Created (DateCreated)	Date Created (DateCreated)	Record	1	0	0
FVT Alternative Retention	FVT Alternative Retention is used for FVT Testing	Date Created (DateCreated)	Date Created (DateCreated)	Record	0	1	2
FVT Create Record Folder1	FVT Create Record Folder1	Date Created (DateCreated)	Date Created (DateCreated)	Record Folder	10	5	2
FVT Create Record Folder2	FVT Create Record Folder2	Date Created (DateCreated)	[Event Date]	Record Folder	10	5	2
FVT Default Retention	FVT Default Retention is used for FVT Testing	Date Created (DateCreated)	Date Created (DateCreated)	Record	1	1	0

As well as many reports such as archive usage reporting.



The screenshot displays the IBM SmartCloud Archive reporting interface. The top navigation bar includes 'Welcome, t02sysadmin | Business User Client | Help | About | Log Out'. The main menu contains 'Welcome', 'Security Configuration', 'System Configuration', 'Archive Management', 'System Tasks Management', 'Monitoring', and 'Reporting'. The 'Reporting' section is active, showing a list of report types on the left: System Task Reports, Documents On Hold, Hold Folders, Audit Reports, File Plan Audit Reports, Portal Audit Reports, Archive Usage Reports, and Archive Usage Reports.

The main content area shows two reports:

Archive Usage Report

Date	Account	Total size [GB]	Total documents	New documents size [GB]	New documents
May 9, 2012	BKURTZ@de.ibm.com	0.0	21	0.0	0
May 9, 2012	Bill	0.0	13	0.0	0
May 9, 2012	Frank	237.2	128	0.0	4

Archive Usage Overview

The overview section contains four charts:

- ingested**: A stacked bar chart showing the number of documents (#docs) for the year 2012. The total number of documents is approximately 55,000. The legend includes document classes: InstantDisposal, ICCMail3, PreferencesDocu..., SCADocument, Verify_test, Document, INVCS, VirtualMachine, and FVTAccount.
- disposed**: A stacked bar chart showing the number of documents (#docs) for the year 2012. The total number of documents is approximately 52,000. The legend is the same as the ingested chart.
- size [GB]** (ingested): A stacked bar chart showing the total size in GB for the year 2012. The total size is approximately 900 GB. The legend includes document classes: SCADocument, InstantDisposal, ICCMail3, Document, PreferencesDocu..., INVCS, FVTAccount, and WSIMultiID.
- size [GB]** (disposed): A stacked bar chart showing the total size in GB for the year 2012. The total size is approximately 750 GB. The legend is the same as the ingested size chart.