

»The trusting and seamless partnership with arvato Systems over the past 20 years has given us the security we need in batch operations.«

Peter Schiegg,
Die Mobiliar, Batch Control Team Leader



Die Mobiliar
Versicherungen & Vorsorge

Customer

- Die Mobiliar, founded in 1826 in Bern as a fire insurance company, is the oldest private insurance company in Switzerland and maintains a cooperative structure to this day. It leads the Swiss market with a premium volume of 2.9 billion Swiss francs and offers a comprehensive range of insurance products to its roughly 1.5 million private and corporate customers.

INDUSTRY

- Insurance

OPERATING FIGURES

- IT environment: Windows, Linux, Unix, z/OSs, VMware, SAP, Siebel, Papyrus, and DOR.FJA Life
- Volume: 250,000 batch jobs per month on 100 servers

SERVICES

- Software licenses
- Support for Streamworks
- Consulting: Batch optimization

Maximum Security Thanks to Automatic Job Scheduling with Streamworks

Initial situation The success of insurance companies is strongly correlated to the relevance, availability, and reliability of their databases. A modern IT infrastructure is therefore a decisive competitive factor and is extremely important for internal cost ratios, service quality, fast personalized customer support, and customer satisfaction.

As early as 1988, Die Mobiliar used the job scheduling software BAGJAS from arvato Systems to reliably automate important business processes. Although only deployed on mainframes at first, in 1998, this predecessor to Streamworks also controlled SAP batches under UNIX (AIX). Just one year later, the software was also managing further batch processes on the HP-UX, SUN, and Windows platforms.

Die Mobiliar continually expanded the use of the Streamworks predecessor in subsequent years. Managing an increasing number of batch processes on an increasing number of operating systems in a highly available and efficient manner was an easy task thanks to the reliability and the continual, practice-oriented upgrading of the system.

However, the integration of different applications into batch distribution placed new demands on Die Mobiliar's batch experts. In 2010, this triggered an update to Streamworks, the new enterprise job scheduler from arvato Systems which offered many new functions.

»Streamworks has all the functions that we've valued in BAGJAS for years – and more. arvato systems always listened carefully to our requests and usually implemented them into the Streamworks software quickly delivered at high quality.«

Peter Schiegg,

Die Mobiliar, Batch Control Team Leader

Upgrade as the path to the future An example of how Die Mobiliar realizes secure, transparent, time-saving, scalable solutions for enhanced application integration with Streamworks is the integration of the new CRM platform based on Oracle Siebel 8.0 into batch operations. This project plays a central role in the 360° perspective that Die Mobiliar strives to achieve for its customers.

Data from more than 50 previous systems is now reliably updated via Streamworks on a daily basis, available in customized views for customer support employees and the Mobi24 call center. Most of all, Streamworks helps the batch experts at Die Mobiliar to accelerate update processes by means of the controlled parallelization of data extraction.

Customer benefits With Streamworks, Die Mobiliar is operating a highly available, high-performance solution for its entire batch processing system across all operating systems and applications. The comprehensive logging and reporting functions also meet the cross-industry insurer's high compliance standards.

Any questions? Please contact us.

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As a global systems integrator, arvato Systems implements tailored, industry-specific, and custom-developed solutions in addition to standard software. 1,700 dedicated employees work at the company's 25 sites throughout the world. Our customers appreciate the combination of strong industry expertise, technological knowledge spanning all manufacturers, genuine partnership, and true entrepreneurial spirit. With our range of products and services, we help pave the way for your business success.



An Overview of the Case

PROJECT

- Cross-platform application integration
- Integration of CRM and output management into existing batch processes
- Automated production of daily, weekly, and monthly statements across all applications and operating systems, as well as automated execution of risk assessments
- Management of data warehouse, debt collection, and financial flows

BENEFITS

- Central overview and access to all batch activities
- Time- and cost-savings thanks to high degree of automation
- High flexibility in daily operations with absolute traceability
- Control of data communication between a wide variety of software solutions
- Optimum support for the most important sales, contracting, and claims business processes