

## Innovative IT Solution

### The New Text and Document System with integrated Output Management

#### A Strategy for the Future

The starting signal sounded for creation of a new text and document system for the entire ivv client base in January of 2009. The existing older systems could not be combined in a meaningful way, and were no longer able to cover the multiple specialist and technical requirements. An introductory project, set to take 6 months, was charged with replacing the older systems with M/TEXT CS, and implementing M/OMS, the new output management system. The project included expanding technical infrastructure and converting online text editing for 8,000 users. Strategically, the goal was to create a technologically sustainable base under the heading 'Insurance for the Future'. As such, the new system had to be able to implement future requirements efficiently.

#### Business Processes from Start to Finish

ivv applications, as a matter of course, are widely used by the administration and regional locations of the insurance companies and savings banks that belong to the ivv network. They operate on stationary and mobile devices, on a variety of platforms such as Z/OS and Solaris, on application servers, Windows and Citrix servers, and also on Windows clients.

M/TEXT CS, a pure Java application, is perfectly suited to the 3 layer Java EE architecture of the new leading specialist system. And it can replace the four older text systems - ASF, Papyrus, Word, and i-Text. But there's more:

*„For us, text processing is a continuation of our business processes, automatically producing and outputting our business documents. For that reason alone, document creation and output management are very strategically important.“*

Holger Kast, ivv Project Manager

#### The Company

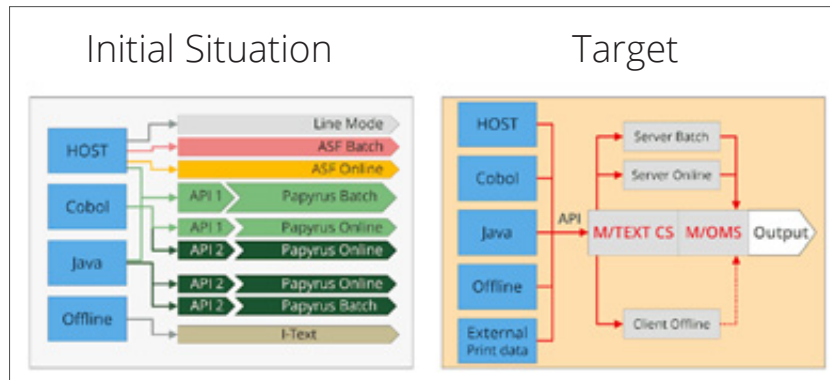
ivv is an IT service provider for public insurance companies. It was founded in 1993 when the parent companies VGH (Hannover Insurance Group) and Öffentliche Versicherung Oldenburg (Oldenburg Public Insurance) outsourced their IT activities.

Currently, the public insurance companies for Bremen, Braunschweig, Saxony-Anhalt, as well as Lower Saxony's fire accident insurance, among others, belong to the ivv network. In total, over 8,000 users work with ivv systems.

# Teamwork and Focus

Working under the same project management, the ivv team and the kühn & weyh experts collaborated closely to complete the required tasks within just 6 months:

- Dimensioning and expansion of the technical infrastructure
- Training ivv text administrators to independently implement text, layout, and logic templates
- Individual adjustments/expansions for ivv carried out by kühn & weyh
- Connection of specialty applications using Java API



ivv Print Paths and Interfaces

In March 2009, the realization phase began with the installation and creation of resources. The test phase followed in July, and the first applications went into production as planned on August 15, with approximately 100 document types. Instructions for the 8,400 users were provided via handout, and the Departments had trained specialists on hand, waiting in vain for a flood of user questions. In vain, because use of the new system is largely self-explanatory, and oriented on common market standards - which is why specialist training sessions were simply not required. Excellently coordinated cooperation from both teams was essential to the success of the project.

The Project Manager: „At times the stress of meeting the deadline was intense, but I would do it the same way again; the tight deadline motivated both sides to work with peak focus and flexibility“.

## Foundation for the Future

The next steps were built on the foundation of the introductory project:

- Successive switching of all text applications to M/TEXT CS
- Implementation of the automatic printing processes
- Offline printing using M/TEXT CS
- Expansion of M/OMS as a central hub for all outputs
- Integration of the input channels DMS, Workflow, PCL print files
- In mid-August 2010, as planned, the system was switched to the new releases M/TEXT CS 6.0 and M/OMS 6.0.

In the final project stages, the yearly printing volume will be around 80 million pages, and an additional 1,700 offline users will be added.

The Project Manager: „The main goals of our ‚Insurance for the Future‘ project have been reached – a perfect, reliable foundation that we can build on.“

## Investments that count

Operational benefits

- Efficient, central resource management
- Reduced printing and shipping costs: M/OMS

Consolidation of the IT infrastructure

- Fewer interfaces
- Easy connection with specialist applications
- Unified, continuous document solutions

Satisfied users

- Modern user interface, context sensitive management through use of applications
- Secure working environment with spell check, hyphenation, input check and more

Future-proof technology

- High operational security through use of Java EE architecture: fail-safe and scalable
- Quickly implement market requirements with modern design environment based on Eclipse

## Contact

Want more information? Would you like to speak to one of our partners directly? We would be happy to set up an appointment for you.

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