Our Journey from Papyrus to M/TEXT

Lessons from our experiences

SV Informatik & SV SparkassenVersicherung

Go-Live 01/2027



Agenda

1. Who are we?
2. The project
3. How did we approach it?
4. Challenges
5. Lessons Learned
6. Outlook



Anja Seeger

SparkassenVersicherung AG

- Responsible for Input and Output Management since 2018
- Reorganization of forms management
- Introduction of a digital mailbox as a new delivery channel
- Migration from Papyrus to M/TEXT for correspondence management
- Collaboration with new print service providers
- Reorganization of Input Management with a new OCR provider



Dirk Preuschoff-Porzelt

SV Informatik GmbH

Responsible for Output Management at SVI since 2007, with a focus on:

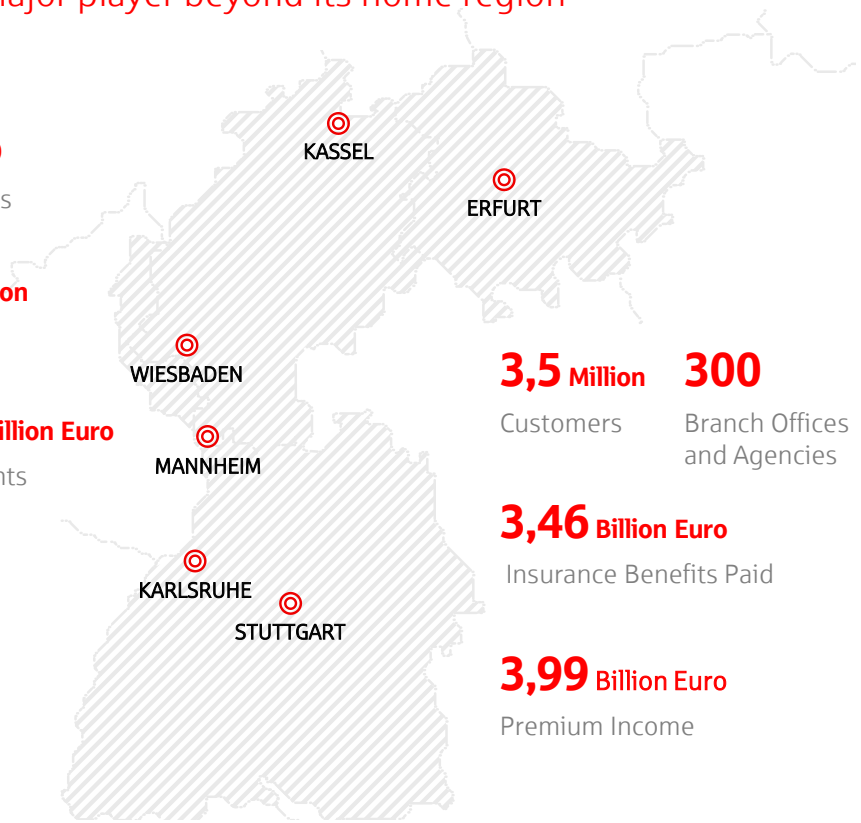
- Implementation and migration of Output Management Systems
- Establishment of electronic delivery channels
- Service Management
- Selection of print service providers

SV – Key Figures at a Glance

(Financial Year 2025)

Financial Figures

SV: A major player beyond its home region



5.436
Employees

7,9 Million
Insurance Policies

30,0 Billion Euro
Investments

3,5 Million
Customers

300
Branch Offices and Agencies

3,46 Billion Euro
Insurance Benefits Paid

3,99 Billion Euro
Premium Income

Sources: map-report / FAZ / GDV / VÖV

As of April 2026 | Source: SV Kompakt 2026

SV im Ranking

#3 Among Public Insurers

#3 Among Commercial and Industrial Insurers

#4 In Building Insurance

#4 In Fire Insurance

#5 Among Property Insurers

#5 Among Agricultural Fire Insurers

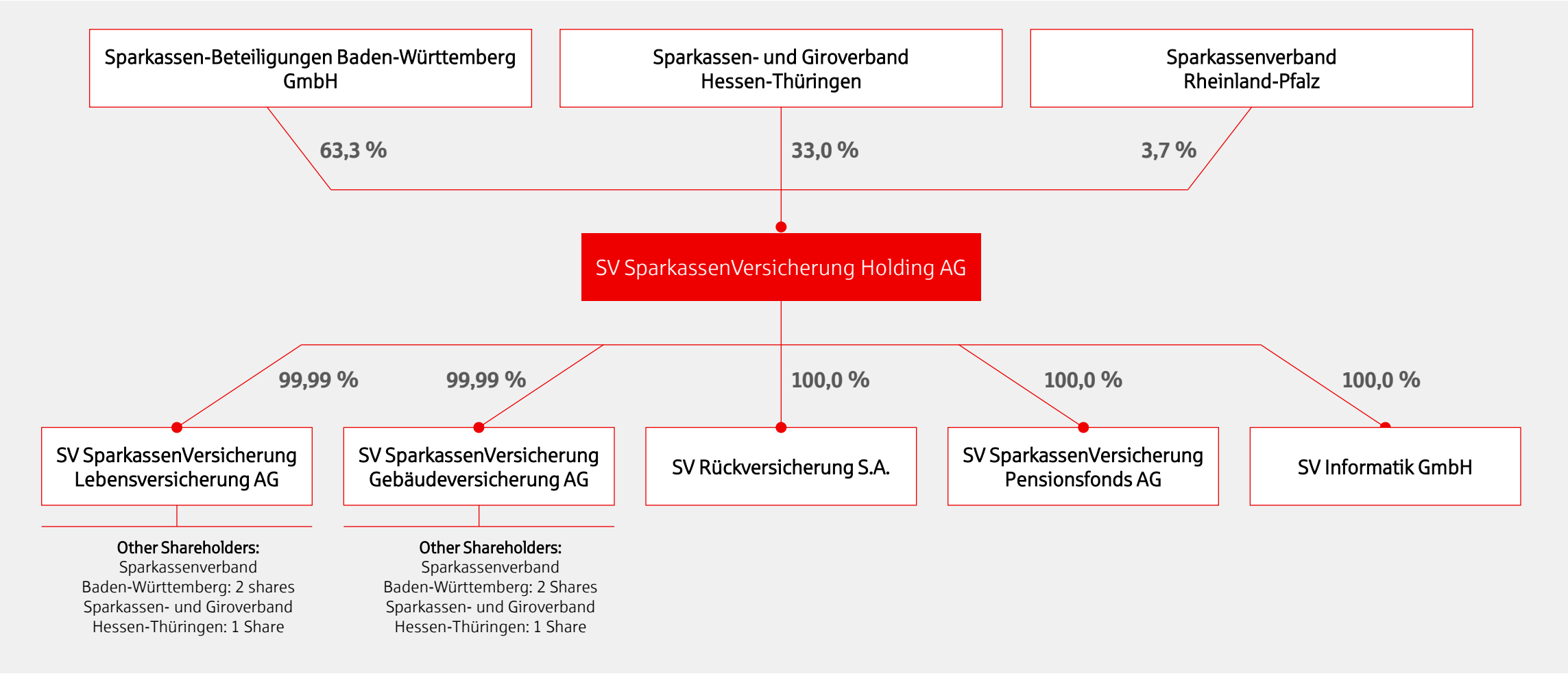
#13 Among property and casualty insurers

#15 Among Life Insurers

#21 Among Insurance Groups

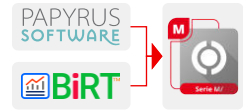
Group and Ownership Structure

(Partial Overview)



As of April 2026 | Source: SV Kompakt 2026

SV – Internal Staff and Field Sales Force



Sales and Field Force in Figures

100
Savings Banks, including BW-Bank

300
SV Branch Offices and General Agencies across the Regions

2.002
Field Sales Employees

44
Field Sales Trainees

3.829
Accredited Brokers

SV at a Glance – Internal Staff

50,0 Percentage of Women

44,3 Average Age (Years)

20,8 Part-Time Employment Rate (%)

307 Apprentices and Students under contract with SV/SVI, of whom just over 50% primarily work in the field Sales Force

76,5 Employee retention rate after training (%)

30,3 Percentage of women in management positions

As of April 2026 | Source: SV Kompakt 2026

SV Informatik GmbH – IT Solutions for the Future – Smart IT Solutions for Insurance Companies

As a modern IT service provider, we deliver customized IT solutions tailored to the needs of insurance companies.

Our main clients, SV SparkassenVersicherung and Sparkassen-Versicherung Sachsen, benefit from a comprehensive, all-inclusive service package: from product development and IT operations to sales and distribution through our partners.



SV Informatik – Key Figures

Founded in
1994

550
Employees

150 Million
in Annual Revenue

5 Locations



Dresden


Kassel


Wiesbaden


Stuttgart

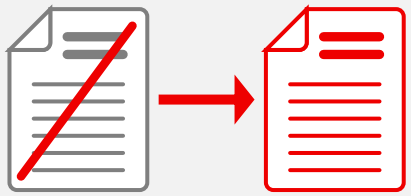

Mannheim (Hauptsitz)

2. The Project

In 2020, we decided to migrate our customer communications to M/TEXT, replacing the existing Papyrus and BIRT software solutions. The project was structured into three phases:

Phase 1

Replacement of
Online Letter Generation

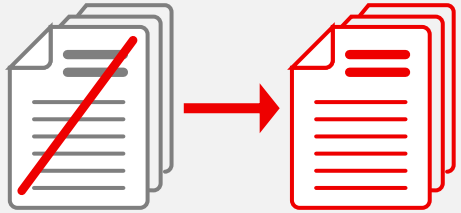


approx. 1,500 templates

(letter volume: approx. 10%)
(reduced by approx. 300 templates)

Phase 2

Replacement of
Batch Letter Generation

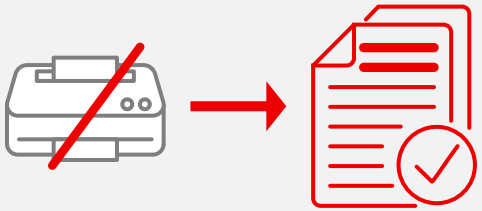


approx. 250 Templates

(letter volume: approx. 90 %)

Phase 3

Replacement of
Quotation and Application Document Printing



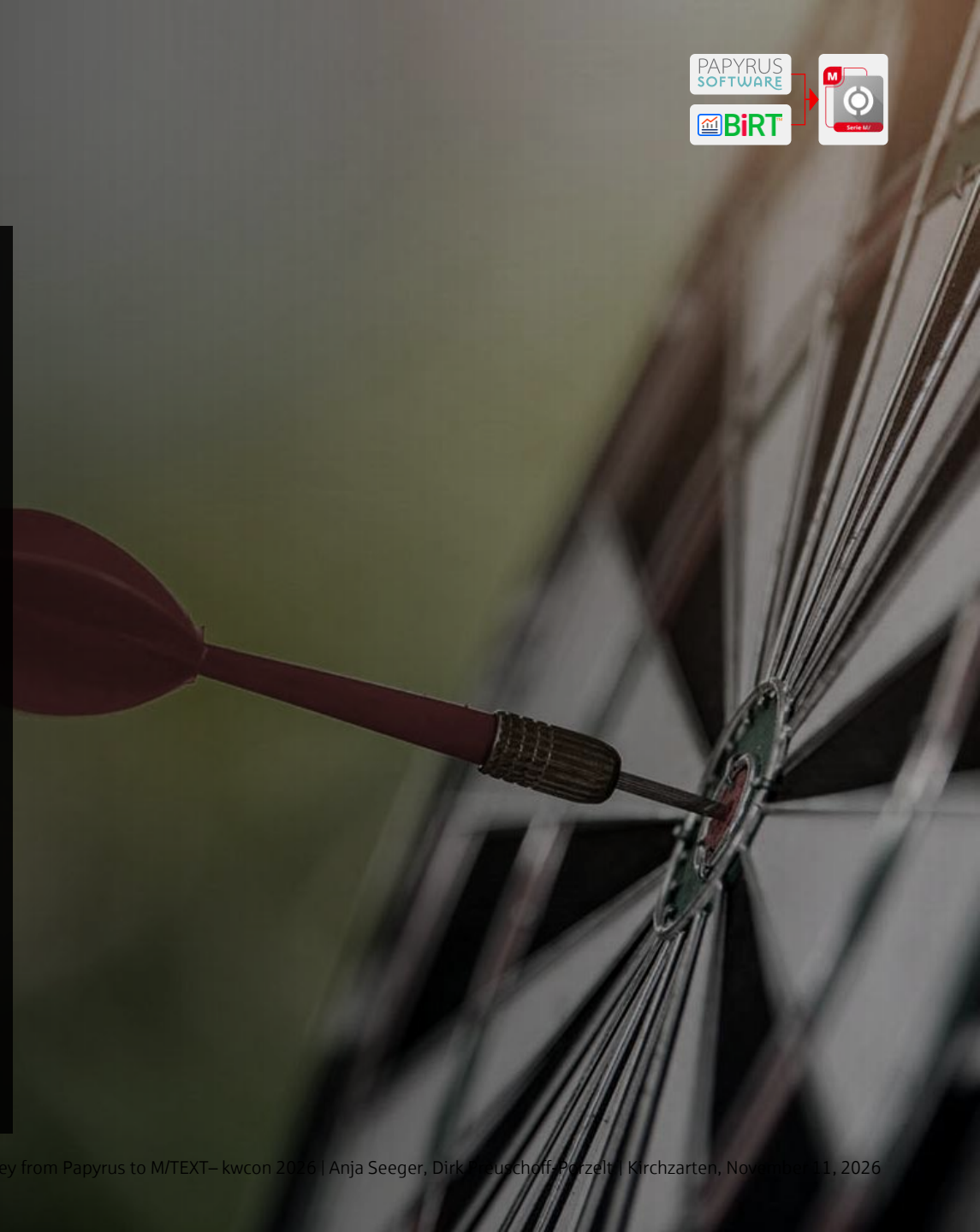
approx. 200 Templates

Project Kick-off: Summer 2021

2. The Project

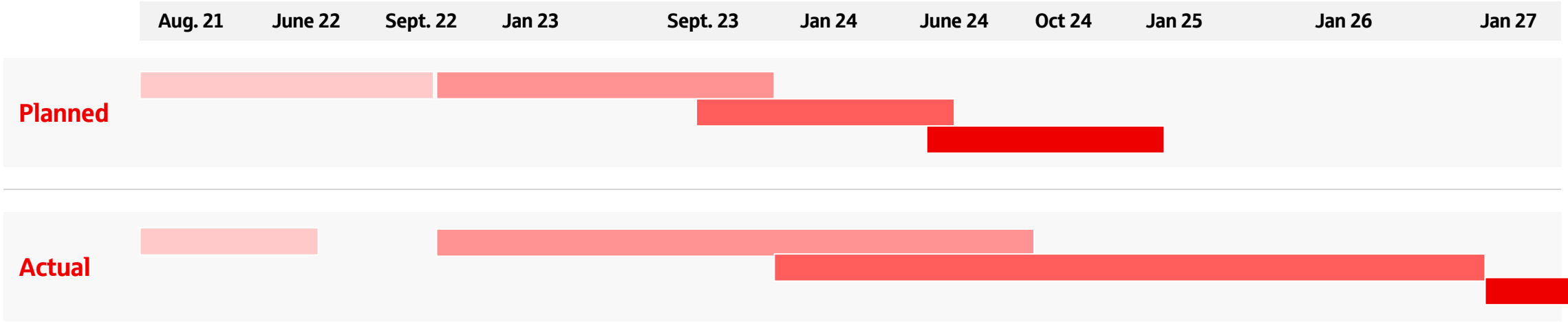
Project Objectives

- **One Document Generation System** for existing policies and quotation/application document printing
- Establishment of a **unified technical architecture** for online and batch letter generation
- **Clear Responsibilities:**
  1. Data provisioning and framework development at SVI
  2. Creation and ongoing development of rules and text templates at SV
- Resulting in **centralized template administration** for online and batch letter generation
- **Modernization** of user interfaces
- **Optimization** of Output Management



3. How did we approach it?

Project Timeline – Planned vs. Actual



Preliminary Phase

1. Document Analysis
2. Functional Design
3. Development of the Rollout Concept
4. Governance Topics

Online Migration

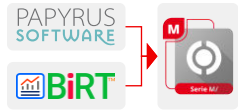
1. Life Insurance
2. Property & Casualty Insurance
3. Mortgages / Loans

Batch Migration

1. Life Insurance
2. Mortgages / Loans
3. Property & Casualty Insurance
4. Accounting

Migration of Quotation / Application Document Printing

3. How did we approach it? – Testing Process



Testing Process for Online Letter Generation Four-Stage

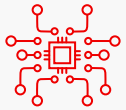
1. Developer Testing
2. Testing by Template Administrators
3. Testing in the IT Competence Centers (DVK) for Life Insurance, Property & Casualty Insurance, and Accounting
4. User Acceptance Testing by Business Departments

Testing Process for Batch Letter Generation Three-Stage

1. Developer Testing
2. Testing in the IT Competence Centers (DVK) for Life Insurance, Property & Casualty Insurance, and Accounting
3. User Acceptance Testing by Business Departments

In both cases, user acceptance testing by the business departments was conducted in the form of so-called Testathons

4. Challenges



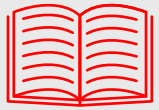
Technology

- The migration of the middleware from Tomcat to OpenShift containers led to delays in setting up the environments.
- Workbench performance is still not optimal.
- Initial performance issues were resolved through close collaboration with KWSoft.
- The software used for the automated migration of templates and text modules during the online letter migration could not be used for batch letters in Property & Casualty Insurance due to the high complexity of the Papyrus templates. Evaluating and configuring alternative software required additional time



Resources

- Developers with expertise in both Papyrus and M/Text are best suited for migration activities but are difficult to find externally.
- Internal developers could not be allocated 100% to migration activities, as many production and ongoing development tasks required specific internal expertise.
- Other initiatives running in parallel throughout the lengthy project duration tied up resources on both the IT and business sides.
- Overall, resource availability remained a challenge throughout the entire project.



Business Requirements

- The business documentation has developed over many years and is partly unstructured due to its historical growth
- As a result of concurrent mandatory regulatory initiatives, including the German Pension Reform Act (AVRG) and the high-priority work on a new product, it became necessary to postpone the start of Phase 3 until 2027.

5. Lessons Learned

What went well?

- Despite the large number of stakeholders involved, some of whom changed over the course of the project, collaboration was generally constructive and goal-oriented.
- Collaboration with KWSoft and the other service providers went well.
- The goal of completely replacing Papyrus will be achieved despite the various challenges encountered during the course of the project.

What would we do differently today?

- Insufficient time was allocated to the analysis of the templates.
- In retrospect, the decision to migrate the templates on a 1:1 basis was a poor one, as the existing technical and functional inconsistencies were carried over to M/Text, missing the opportunity for standardization.
- The capabilities of M/Text were not sufficiently evaluated during the migration, meaning that the software's full potential has not yet been leveraged.

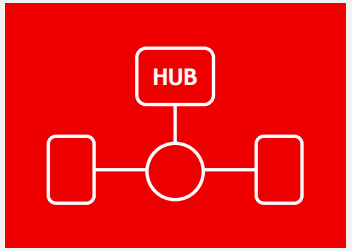
Overall, the implementation plan was too ambitious.

5. Outlook

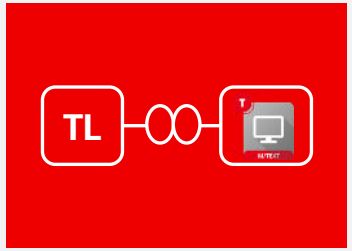
What are our plans after migrating the existing policy letters?



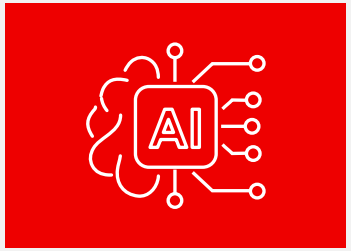
Migration of quotation and application document printing from BIRT to M/TEXT



Use of the Content Hub for forms management



Integration of TextLab into M/TEXT



Evaluation of potential AI use cases in M/TEXT



Onboarding of additional business departments at SV



Completion of the Papyrus-to-M/TEXT migration project for SVS as well

Thank you.

Anja Seeger

Head of Input and Output Managment
SV SparkassenVersicherung

+49 151 17418771
anja.seeger@sparkassenversicherung.de

Dirk Preuschoff-Porzelt

Head of Multichannel and Output Management
SV Informatik

+49 175 4353726
dirk.preuschoff-porzelt@sv-informatik.de