

# ProducerLifeUnderwritingServicefor Bankingand Financial Client

<b>Company</b>	Banking Client
<b>Industry</b>	Financial Services
<b>Country</b>	USA
<b>Solution</b>	J2EEandWindows
<b>Technologies</b>	J2EE,IBMWebsphere, MQSeries,ACORD XML
<b>Duration</b>	1Year

## BusinessOverview

OurCustomeris morethan135years, has helped individual andinstitutional customers growandprotecttheirwealth.Our clientisoneoftheworld's largestfinancial services institutionswithoperations in the UnitedStates, Asia,Europe,andLatin America. Ourcustomeralso haveoneofthemostrecognized andtrustedbrandsymbols: TheRock®,an iconof strength, stability, expertise,andinnovation.

Westrivetocreatelong-termvalueforour stakeholdersthroughstrongbusiness fundamentals, consistentwithour missionguided byour visionanddirected byour company's corevalues.Weare committedtokeepingourpromisesandtodoingbusinesstherightway.

## ProjectOverview

Producerlifeunderwriting(PLUS)is anInternetbasedapplicationdeveloped forour Client Securities. This productreplaces several processes/applications with in Client environment.This buildis usingJ2EE technologies,whichisObject Oriented that makes applicationeasytochangeandmaintain. PLUS isaLifeProtectionproduct,which supportsseveral typesof insurancepolicies. ApplicationisXMLdriven,whichhelps theinteraction between two applicationseasier. JavaMessageServiceis usedforinteractionbetween severalother applications.

- Our clientneedto PLUS applicationtosell lifeinsuranceto customer.
- Applicationneeds tobeavailable onboth standalonesaswellaswebapplication
- 24/7supporttocustomersandagents.

## Key Challenges

Having worked on various complex J2EE applications, Cillium's team was able to quickly and accurately able to scope the development effort. Our detailed development analysis for the project revealed the following complexities.

- Development of a brand new application for windows platform as well as web application.
- Challenges involve in leveraging the data from mainframe servers.
- Application availability, offline and online as well.
- Implementation of ACORD XML Standards, helping integrate the prudential insurance policies with third party carriers or sellers.
- Single Sign on functionality, Agents once starting a new policy, and temporarily discarding it, should be able to retrieve from different applications within prudential.

## Solution

Cillium provided a detailed assessment of existing system (Mainframe data analysis) and a reliable application development process that involves a standard windows client development and a J2EE Solution for online. Part of the solution, involves in cutting costs as a majority of the agents require the application to be available offline as well. Windows client allows such functionality, once agents enter a case successfully into the windows offline system, they would be able to successfully submit the case to online J2EE solution, which in turn interacts with the Mainframe systems to create a new policy for the agent.

Cillium leveraged the client's existing methodologies in J2EE and used IBM Application servers in providing a reliable solution.

## Benefits Attained

The solution has been successfully rolled out and introduced into the business activities of the Customer. We have received very positive feedback after several months of the system's utilization.

Among the most important business benefits noted by the Customer are:

- Greater performance efficiency in client application, efficient policy management and search, enhanced workflow automation.
- Easy-to-use, easy-to-manage, enhanced and user-friendly interface to improve Agent productivity
- Industry standard compatible ACORD Standards for insurance ensuring security of confidential information.
- Improved Productivity and insurance sales by the agents using the applications.