

GAN - Case Study

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Critical issue

- ▶ High communication costs combined with poor productivity. GAN required a solution to web-enable its core iSeries applications

Solution

- ▶ Web-based systems access for their 800 agents and brokers
- ▶ Browser-based web enablement

Results

- ▶ newlook's web deployment eliminated the need for leased private network lines, giving a saving of 80 Euros per agent per month, or 192,000 Euros per year for 200 agents
- ▶ Savings meant GAN could offer web-based systems access to all agents and brokers
- ▶ Additionally, there was no requirement for on-site installation or training

GAN increases mobility and reduces communications costs

Background

Headquartered in France, GROUPAMA is the leading French insurer in the Mutual, Agriculture, Personal Health and Local Authority markets. Its subsidiary GAN, has been providing insurance services and products in Portugal since 1920 to its 200,000 customers.

GAN Portugal manages funds of over 250M Euros and produces revenues of 45M Euros. GAN accredits its success to continued innovation and a commitment to strong investment in IT. Francisco Di Gioia Ferreira, Director of Information Systems, GAN Portugal, believes IT provides a competitive advantage. "As a niche player in the Portuguese market we need to be creative to gain an advantage, it's a question of survival."

Challenge

GAN's insurance products are distributed by a network of 800 agents and brokers throughout Portugal. GAN used LANSA to develop IBM iSeries applications supporting insurance policies, claims, invoices, customers, commissions and compensation.

The applications have evolved with years of refinement and provide the robust platform required for growth. GAN believed it could reduce its communication costs and improve agents productivity by Web-enabling its core iSeries applications.

Solution & Benefits

New agents had found the green screen interface cumbersome to learn and use. Communication costs spiralled as additional leased private network lines were required to support the growing agent base. The existing 5250 communication option also required on-site installation and training. Francisco commented, "We

did not believe re-development was required or justified, so we investigated Web-enablement alternatives and selected **newlook**. Other products could provide a solution, but required massive amounts of work including significant re-training and expensive consulting support. **newlook's** dynamic architecture and advanced functionality was much more productive."

GAN required 2 days of training to get started, provided by Logicalc, their local **newlook** and LANSA partner. The requirements for the first application included revised and easier navigation, desktop integration (with MS Excel/Word/Outlook), graphical enablement and Web deployment. GAN completed the initial 100 screen application within a week.

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Francisco Di Gioia Ferreira,
Director of Information Systems



"..newlook has allowed us to provide a competitive product with the same features and image as our largest competitors for a fraction of the cost, in record time."



ROI in 2 months

The return on investment analysis found the **newlook** project costs, including software licensing and project resources, were recovered by reduced communications costs within 2 months. **newlook's** web-deployment eliminated the need for leased private network lines, a saving of 80 Euros per agent per month, or 192K Euros per annum for 200 agents. Additionally, there was no requirement for on-site installation or training. The savings meant GAN could offer Web-based systems access to all agents and brokers.

IT Department gains Credibility

The cost savings provide an excellent return on investment, but Francisco sees wider benefits. The agents and brokers are more productive and require less support. Francisco has won more support from

internal sponsors because the project has reduced costs and delivered tangible productivity gains in such a short timeframe. *"Our IT department has won additional credibility and helped secure funds for our future projects. newlook has allowed us to provide a competitive product with the same features and image as our largest competitors for a fraction of the cost in record time."*

newlook at a glance

- Rules-based dynamic environment for fast UI generation and easy maintenance
- Web-Deployment including automated change management and SSL support
- Reduce user learning and implementation time frames with **newlook's** out-of-the-box capabilities and intuitive design features

- Reduce complexity and risk without changing existing applications
- Integrated 5250 emulation allows your business users the choice of interface style
- Multiple APIs for seamless desktop integration

Contact us to arrange a live webcast and see the difference a dynamic architecture can make to your productivity.

