INTERCOPE

MP MessagePlus/Open

Generali Deutschland Informatik Services

Reliable Fax Communications for Major Insurance Companies

GENERALI DEUTSCHLAND

Business Partner IBM

Generali Deutschland- insurance products and financial services for 13.5 million customers

Generali Deutschland is the management holding company for one of the largest insurance groups in Germany. Companies owned by Generali Deutschland include AachenMünchener, CosmosDirekt, and Volksfürsorge Versicherungsgruppe. These companies offer the full range of financial services and insurance products from life, health, property/casualty and legal expenses insurance to fund management and banking products. With 13.5 million customers the group achieved net profits of € 305 million in 2009.

Generali Deutschland Informatik Services – cost efficient operation for majors insurance companies

Within the group Generali Deutschland Informatik Services (GDIS) is responsible for information technology in Germany, Belgium, the Netherlands, Austria and ten East European Countries. GDIS focuses on system development and system support. Its core competency is the stable and cost-efficient operation of a multi- platform infrastructure and the development of future-oriented IT applications for the Group.
One important system provided by GDIS is a high quality service for the fax-communications used extensively by insurance companies within the group:

Extensive use of fax communication

- 21,000 faxes are processed per day and some 13 million pages per year
- The volumes are rising continuously. Whilst in 2006 60 fax channels where sufficient to handle the traffic, currently 118 channels are in operation exploiting six primary rate ISDN interfaces with additional capacity to be installed during the next few months.
- 24 hours a day mainframe batch-processes generate some 15,000 urgent fax messages which require immediate delivery
- 6,000 users can send and receive faxes via their Lotus Notes workstations

24/7 uninterrupted service

Since fax is a mission critical communication channel for many of the company's business lines GDIS has to provide a 24/7 uninterrupted service, and even in the event of a catastrophe in one of the two computer centers ongoing fax-connectivity must be provided. Guaranteed availability and stability, unlimited scalability and a broad scope integration option are key requirements for any solution to cope with these challenges.

Application Integration and High Availability Setup of MessagePlus/Open in two data centers
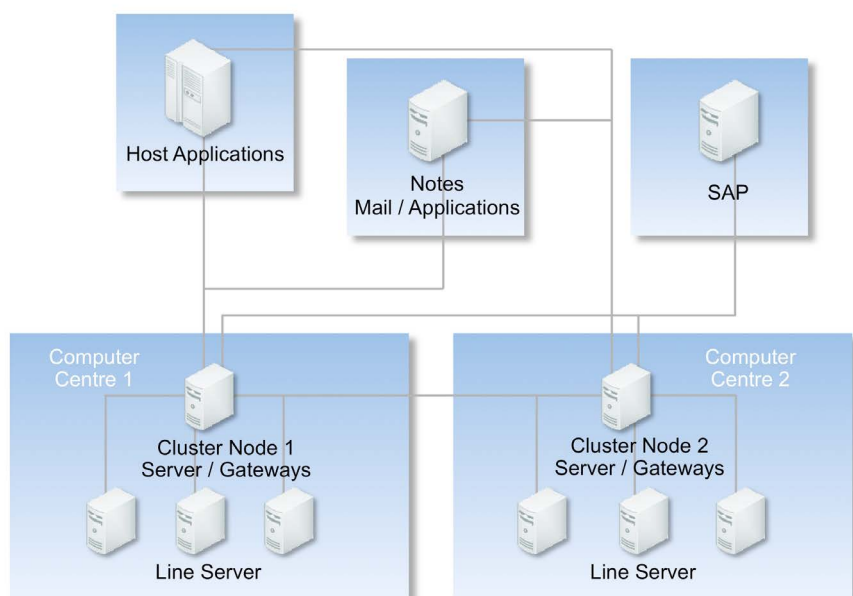
Distributed high availability architecture

For GDIS, Intercope's MessagePlus/Open was and is the best solution available in the market to meet their demanding requirements. Today the system is operated in a Microsoft cluster environment with one node in each of the two computer centers in Aachen, Germany. Each node is attached to 6 additional machines (Line Servers) which provide the interface to the telephone network and simultaneously run 6 formatting engines thus avoiding any bottleneck in fax processing even during high load peak hours. Should one node, or even a complete computer center fail, the second cluster continues to provide service with half of the line capacity.

Mainframe batches

Mainframe batches transfer fax transmission orders to the MessagePlus/Open system in PCL5 format which are then processed by two standard integration modules, converted to the fax-format TIFF and immediately transmitted through the network. The transmission results and statistically relevant data are sent through SMTP to email addresses.

6.000 Lotus Notes user

All Lotus Notes users of companies within the Generali Deutschland group can send fax messages just like email from their Notes client. Incoming faxes are automatically forwarded by MessagePlus/Open to the email addresses of Notes users according to a dialed extension number.

"Importer" application

In addition, GDIS developed the application "Importer" which is integrated with MessagePlus/Open using a file interface and dispatches incoming faxes according to the dialup-number to the various companies in the group.

SAP

During 2010 Generali Deutschland Services - one of the large insurance companies within the Generali group – wanted to automate the processing of fax messages in their SAP system. GDIS could easily implement a solution for this customer by simply adding the standard SAP integration module of MessagePlus/Open to their existing infrastructure.

Migration to Fax over IP

Currently GDIS is in the process of migrating their telephone infrastructure to Voice over IP technology which for the fax solution imposes the requirement to implement IP based protocols instead of connecting to traditional phone switches via ISDN channels. With MessagePlus/Open this requirement is implemented very easily and without affecting any integrated user application. So GDIS is in the position to move the still growing fax traffic to the IP infrastructure transparently and without interruption or inconvenience for their customers.

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V 1.0