CONCORDIA

Right Partner, Right Track

How the innovative output management solution for CONCORDIA came to be

The Initial Situation

As CONCORDIA and kühn & weyh began talking in mid-2011, the Swiss insurance company was in the middle of CONCIFIT, a large project. The task of this project was to replace the specialist system on the host with the Java based system Syrius, created by Swiss software manufacturer Adcubum. In addition, an output management system (OMS) was to be introduced for the creation, distribution, and output of:

- customer friendly, easy to understand documents
- in the company's corporate design
- that were easy to administer and maintain.

kühn & weyh had the chance to show their capabilities with a Proof of Concept (PoC) for the product components M/TEXT CS for document creation and M/OMS for output management. The analysis was conclusive, and then it was full speed ahead.

The M/ product series was launched right away, with the tasks set for the first milestone:

- create a framework for document construction
- determine the master layout
- implement several document templates
- set up an interface to the specialist application
- produce and output documents

It took a mere two months to reach all the goals for this milestone. The CONCORDIA project team, and Consulting and Support at kühn & weyh, worked hard to reach this result.

In the initial phases, there were definitely technical issues, for example with the brand new browser based Editor or with the output processes. Both teams pitched in to conquer the difficulties together, increasing their mutual trust. The entire new system was launched with a 'big bang' on 20 May 2013. And it worked!

The Company

The CONCORDIA insurance company was founded in 1913 in Zug, Switzerland, and began work in 1914. Today they are one of the largest health insurance companies in Switzerland, with 752,000 clients.

CONCORDIA currently employees around 1,200 part time and full time employees: 550 work at the headquarters in Lucerne, the rest work respectively at four service centers, the state representation in Lichtenstein, and around 240 agencies and branch offices.

CONCORDIA provides private individuals, families, companies, and institutions with tangible protection against the financial consequences of illness and accidents, with health insurance, supplementary insurance, life insurance, and accident insurance. They make their mark with first class services, a secure financial base, and special services for families.

kühn & weyh

An Innovative Solution

The M/ Series now produces all customer communication from the core and sales systems. Including both batch and online documents, that is up to 12 million documents per year. Approximately 630 users use the browser based HTML client, which has an update function to ensure that they can always access the latest program version with all current resources. Thanks to the system's differentiated script language, the number of templates has been significantly reduced - only about 120 centrally maintained templates are currently in circulation for batch and online documents.

Seamless Integration: Universal Processes

The distinct M/ Series interface strategy allows for smooth data exchanges, for example with the ERP system. The CONCORDIA interface for document and template selection, structured based on specialist criteria, controls, in turn, the M/ Series via its interface.

Controls the M/ Series via API: CONCORDIA User Interface

Essential for Switzerland: multilingual output

Documents with multilingual contents are filled with prepared plain text via a central language selection button. Thus, multiple language versions require only a single document template.

Better Application Security: Automatic Reprint

M/OMS, during document output, produces a target file in the post street format. The packaging machine creates, at the end of the process chain, an actual file for the effective processed documents. If missing documents are identified during the machine comparison, a message will be sent to M/OMS, which automatically starts the reprint.

Better Efficiency: Automatically Split Shipments

M/OMS can collect all letters to a single recipient and send them together. But what happens when the allowable shipment volume for a standard envelope is exceeded? M/OMS registers the excess and automatically splits the documents into two or more envelopes.

Result

The M/ Series played an important part in the successful completion of CONCIFIT. The newly introduced output management is stable and performs well, and all peripheral systems are seamlessly connected to the application. CONCORDIA is even considering an update to Release 6.5 for the future.

„kühn & weyh are outstanding, with an excellent product, high quality consulting with long term employees, and great organization with quick decision making paths. Even in difficult project situations, the company reacts immediately and is solution oriented."

Klaus Huber
OMS Project Manager

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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