

# Helvetia Optimizes its Business Processes

Helvetia chooses Tango/04 for its B2B consolidation.

As a result of the merger of the two prestigious insurance companies Helvetia and Prevision Española, the emerging company, Helvetia, now needs to optimize its resources and business processes and adapt them to the new corporation, in addition to facing *“the need to strengthen their monitoring and control capabilities, both from a technical and a business viewpoint”*, explained Víctor Lizarraga, Helvetia's General Vice-Director.

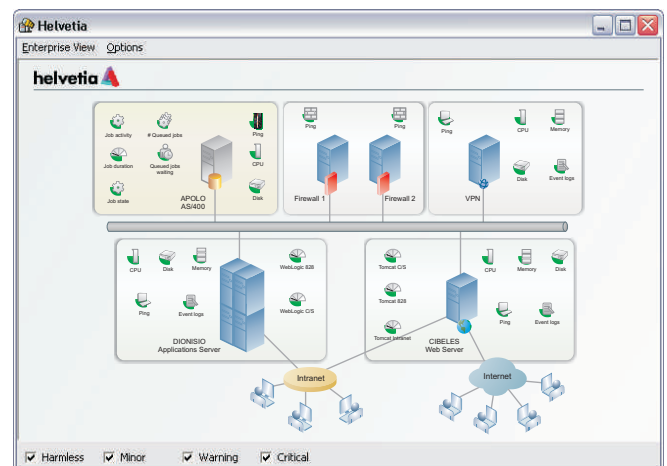
The project deployed by Helvetia in their Madrid, Sevilla and Pamplona offices is the first phase in implementing solutions for the integration of differentiated systems and programming languages, in particular their B2B systems, in addition to management tools for versions and environments, and automated processes monitoring.

The core of the project consisted mainly of VISUAL Message Center's implementation for production processes running on their iSeries servers, which control the hardware and the communications that support the company's extranet applications (accessed by over 3000 intermediary agents that work with the insurance company and 500 Helvetia employees), and for the end-of-month process.

The company's critical extranet applications are accessed by over 3000 intermediary agents and 500 employees. VISUAL Message Center monitors every operation to make sure everything is working as expected.

The business processes consolidation project Helvetia rolled out in collaboration with Tango/04, is the first step in the integration of the systems and programming languages. For this purpose, the insurance company implemented Tango/04 VISUAL Message Center for two production

processes: control of the hardware and the communications underlying the company's extranet, providing early warning in the event of any incidence; and the end-of-month process, *“which feeds the management reporting system, the data warehouse, SAP, etc.”*, remarked Víctor Lizarraga, Helvetia's General Vice-Director.



The project started last October, and took only 22 working days. *“The first two weeks were dedicated to training and to the analysis of the B2B and end-of-month processes. The following 14 days were dedicated to the phases of design, implementation and deployment”*, the company's manager said. Once this initial phase is completed, the company plans to extend the solution to other corporate processes and to improve the services information that top management receives.

In parallel, the insurance company is working on a project to reinforce the perimeter security of their central iSeries system. They have selected PowerLock, which is integrated with VISUAL Message Center, and which provides real time alerts in case of suspicious access attempts.

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