

ERGO optimises output management across four mainframes with CA Spool, CA Deliver and CA View.



Table of Contents

Executive Summary

SECTION 1: CHALLENGE **2**

Safeguarding the delivery of customer communications

Leading European insurers

Safeguarding mainframe operations and outputs

Meeting reporting and regulatory obligations

SECTION 2: OPPORTUNITY **3**

Simplifying output and report management

Remote print management

Automated archiving and backup

More efficient mainframe operations

SECTION 3: BENEFITS **4**

Safeguarding the quality of 45 million customer mailings

SECTION 4: CONCLUSIONS **6**

ABOUT CA **Back Cover**

Executive Summary

Challenge

Insurance giant ERGO has 34 million customers across Europe. Over the course of a year, the company sends 40 million mailings to this customer base. These documents are produced by the company's four IBM mainframes and two print centres. To ensure these and other documents are generated, printed and archived efficiently, the company's IT subsidiary ITERGO have end-to-end control of mainframe operations and outputs. These operations must also be managed in line with the company's financial and environmental goals, which means making increased use of automated and Web-based processes.

Opportunity

ERGO has used an integrated CA Output and Enterprise Report Management solution since 1993 to simplify the printing, distribution and archiving of ERGO's internal reports and customer mailings. Using CA Spool™, CA View® and CA Deliver™ is able to automate core processes and reduce the reliance on printed documents. ERGO also uses a range of other CA mainframe solutions to maximise efficiency, including CA Endeavor Software Change Manager, CA Vantage Storage Resource Manager, CA MICS® Resource Management and CA Erwin Data Modeler.

Benefits

ERGO is able to use its mainframe environment more efficiently. In particular, optimised output management has helped ERGO:

- Minimise the costs associated with hard copy printing and distribution
- Reduce paper usage in line with environmental goals
- Simplify compliance with legitimate data retention regulations
- Ensure company documents are distributed on time

These factors all contribute to ERGO's ability to deliver high quality customer services and increase its competitive advantage.

Safeguarding the delivery of customer communications

All communication with customers — regardless of whether it is delivered by telephone, letter or email — needs to be accurate and timely to safeguard service and satisfaction levels.

To achieve this goal, organisations must not only provide staff with efficient access to data via specific applications, but also establish effective output management processes for distributing core internal and external documents to different audiences.

The need for automated output management is particularly important for those companies with a large customer base and operating in highly regulated sectors.

Leading European insurers

ERGO is one of the largest insurance groups in Europe with revenues in excess of €17 billion and 34 million customers. The group operates in 26 countries throughout Europe and Asia and has in excess of 50,000 full-time employees.

ITERGO is ERGO's IT subsidiary and responsible for delivering IT services to the entire group. Founded in 2000, ITERGO is now one of Germany's largest IT service providers and has around 1,500 members of staff based at four locations throughout the country.

ITERGO designs and implements hardware and network architectures for the ERGO Group, and provides support services to around 40,000 users. ITERGO also manages ERGO's central data centre located in Düsseldorf. This facility houses more than 1,000 Intel servers and a vast mainframe environment, comprising four IBM machines with a combined capacity of 21,000 MIPS (Millions of Instructions Per Second).

ITERGO also manages two print centres, in Düsseldorf and Hamburg. These facilities' laser printers produce around 40 million mailings for ERGO customers every year.

Safeguarding mainframe operations and outputs

The mainframe environment is crucial to ERGO operations. As well as supporting a wide range of applications — from finance and HR systems to customer services and sales data — all print and reporting activities are controlled via the mainframe environment.

Bernd Wiktor, a System Programmer at ITERGO, comments, "Ensuring the availability and performance of our mainframes is crucial to the operations of ERGO's insurance business. ERGO's staff work between 7am and 7pm; during which time, they need continuous access to insurance information in order to respond to customer requests."

Accessing this information is dependent on the availability of the company's mainframes, and the associated data and reports. To maximise mainframe uptime, ITERGO has reduced IPL (initial program load) times and reloads to once a month.

Meeting reporting and regulatory obligations

Mainframe performance is also crucial to the production of a number of reports for ERGO's business, such as contract summaries and statistics, and its large volume of customer mailings.

"Ensuring the availability and performance of our mainframes is crucial to the operations of ERGO's insurance business."

Bernd Wiktor
System Programmer, ITERGO

To safeguard the accuracy and availability of these documents, ITERGO needs to be able to seamlessly manage its mainframe and associated output and reporting tasks.

“Automation, particularly in output and report management, has an important role in improving customer services and increasing competitive advantage,” comments Wiktor.

Automated mainframe output processes can also help companies like ERGO meet their regulatory obligations. Under legislation, some customer documentation and financial reports need to be stored for up to 11 years, which means companies must have robust archiving capabilities for mainframe data.

SECTION 2: OPPORTUNITY

Simplifying output and enterprise report management

ERGO has been using CA solutions to automate its mainframe operations since 1993. “We originally selected CA’s Output and Report Management solutions for their ability to work seamlessly together and low computational overhead,” comments Ulrich Klose, Project Coordinator for Infrastructure Management at ITERGO. “The solutions continue to meet the changing demands of our business despite significant growth within the ERGO group.”

ERGO uses three CA Output Management tools:

- CA Deliver™
- CA Spool™
- CA View®

CA Deliver simplifies document and distribution management for ERGO. The solution automatically routes reports to the appropriate locations, systems and users for either archiving via CA View or printing with CA Spool.

As well as enabling ERGO to capture and distribute reports from a single point of control, CA Deliver also ensures that only authorised personnel can access the documents. The solution encompasses recipient administration tools that enable companies to specify if a document can be viewed, printed or archived by a user.

“The CA solutions continue to meet the changing demands of our business despite significant growth within the ERGO group.”

Ulrich Klose
Project Coordinator, ITERGO

Print management via user control

Any local batch printing from the user is handled by CA Spool. “CA Spool’s Web-based interface is extremely easy to use, which limits the need for extensive and expensive training,” explains Wiktor.

Designated ERGO employees use the CA solution to view, control and manage the printing and distribution of all customer mailings. The solution has similarly robust security tools, which enable ERGO to define user privileges via the mainframe System Authorization Facility (SAF).

Automated archiving and backup

Once its reports and mailings have been distributed, ERGO needs to ensure it meets data retention regulations for some of these documents. With CA View, ERGO is able to automate the archive and retrieval system.

Via CA View's interface designated ERGO employees can index, find, retrieve, view and print specific reports quickly and efficiently. By providing on-screen access to these reports, CA View helps ERGO minimise printing and paper consumption. Users can add annotations and bookmarks, and even create different views of reports using the solution.

Report archives are automatically backed up onto tape by CA View, and can be quickly restored straight back into ERGO's mainframe data repository if required.

A key benefit of the CA Output and Enterprise Report Management solutions is the seamless integration, as Wiktor confirms, "The integration of the CA solutions means that data can be transported directly between systems without routing through the Job Entry Subsystem, thereby reducing CPU needs."

"The integration of the CA solutions means that data can be transported directly between systems without routing through the Job Entry Subsystem, thereby reducing CPU needs."

Bernd Wiktor
System Programmer, ITERGO

More efficient mainframe operations

As well as improving output and report management, ERGO also uses a number of other CA solutions to increase the efficiency of its mainframe operations. These include:

CA ENDEVOR SOFTWARE CHANGE MANAGER Manages the software change process to ensure consistency and reduce development costs.

CA VANTAGE STORAGE RESOURCE MANAGER Enables ERGO to manage its mainframe storage requirements better, thereby enhancing capacity planning.

CA MICS® RESOURCE MANAGEMENT Facilitates the charge-back of mainframe-based IT services to ERGO's multiple business lines.

CA ERWIN® DATA MODELER Provides ERGO with a better understanding of information architectures to simplify and reduce the costs associated with database development.

To ensure it maximises the value it receives from its CA solutions, ITERGO has joined CA's Mainframe Value Program. As part of the initiative, CA's technical experts review the company's IT objectives and challenges, assess its mainframe environment and provide practical advice on how best to optimise assets, standardise processes and improve service levels while minimising costs.

SECTION 3: **BENEFITS**

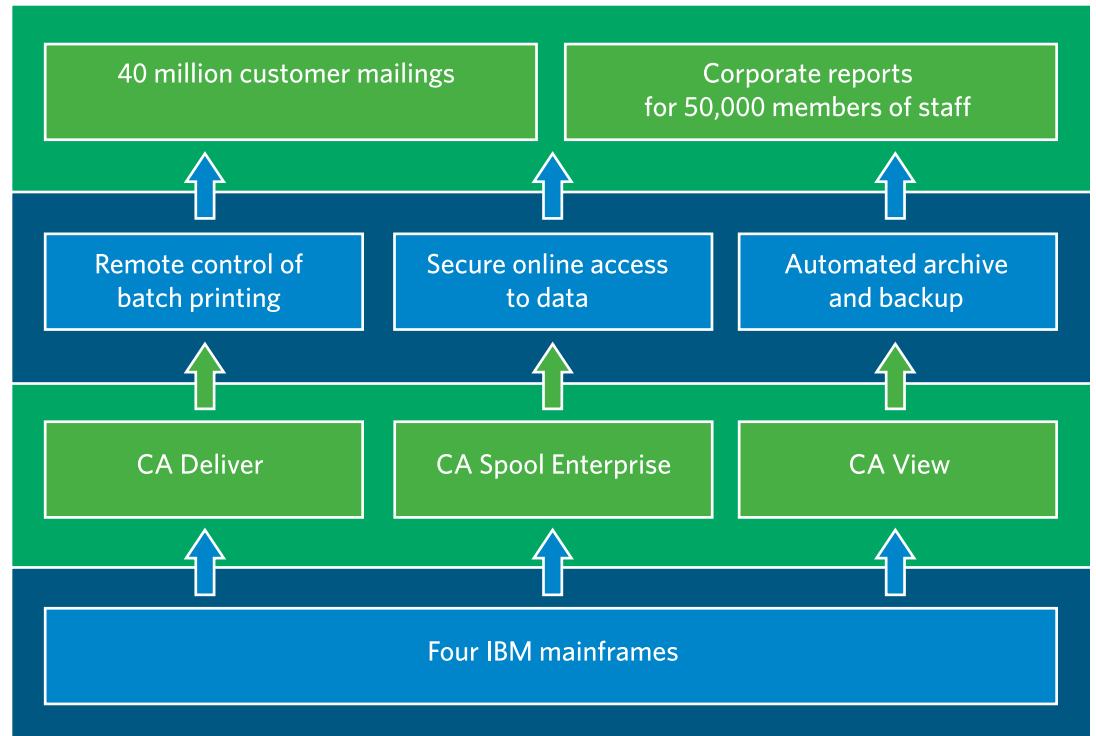
Safeguarding the quality of 40 million customer mailings

The advanced automation offered by the CA solutions helps ITERGO manage its mainframe operations in a more efficient and cost-effective manner. As Klose confirms, "In today's challenging climate, businesses are constantly looking to achieve more for less. CA's mainframe management solutions enable us to deliver cost-effective and efficient IT services to ERGO."

SIMPLIFIED OUTPUT AND ENTERPRISE REPORT MANAGEMENT

CA's solutions enable ERGO to automate core processes that underpin the generation and distribution of corporate and customer documents.

FIGURE A



In particular by using CA solutions to establish an integrated and automated approach to output and enterprise report management, ERGO has been able to:

MINIMISE ENVIRONMENTAL IMPACT CA View enables ERGO's employees to view reports online reducing the need for printing. This aligns with the group's green initiatives through reduced paper and energy consumption.

LOWER OPERATIONAL COSTS The efficiency of ERGO's output management processes minimises time-consuming tasks and manual intervention, therefore reducing the support costs associated with its mainframe environment. The company's expenditure on paper and printing consumables is also lower.

SAFEGUARD THE QUALITY OF REPORTS AND CUSTOMER MAILINGS Using the CA solutions, ERGO can ensure that its documents, including 40 million annual customer mailings, are accurate and delivered in a timely fashion.

SIMPLIFY COMPLIANCE Relevant mainframe data is automatically stored for the required period of time by CA View, and can be easily retrieved if required for audit purposes.

“Quality of service is a massive differentiator in the insurance business, so our ability to send punctual and accurate correspondence to its customers is crucial to its success,” comments Wiktor. “By automating output and enterprise report management processes with CA solutions, we are able to deliver a continuous and cost-effective service to the business, improving ERGO’s competitive advantage and supporting its plans for growth.”

SECTION 4: CONCLUSIONS

By automating and integrating mainframe output and enterprise report management, organisations can ensure that customer and corporate documents are generated and distributed in a timely fashion.

With companies under pressure to minimise both costs and environmental impact, optimised output management also enables IT departments to take advantage of Web-based report distribution.

This approach not only helps to simplify mainframe operations but also reduce the consumption of paper, printer consumables and power.

To learn more about the CA mainframe solutions architecture and technical approach, visit ca.com/us/mainframe-products.aspx.

CA, one of the world's largest information technology (IT) management software companies, unifies and simplifies the management of enterprise-wide IT for greater business results. Our vision, tools and expertise help customers manage risk, improve service, manage costs and align their IT investments with their business needs.

Learn more about how CA can help you transform your business at [ca.com](https://www.ca.com)

