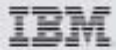


Mobiliar improves flexibility and customer service



Reference story Information Management



The customer: Mobiliar

[Mobiliar](#) was founded in 1826 in Bern and is thereby the oldest Swiss private insurance company. The corporation employs 3,500 personnel, over half of whom work in the more than 80 general agencies distributed throughout all the regions of Switzerland. The general agencies are all, without exception, independent individual enterprises, which advise and support insured persons, starting from the completion of the contract up to the claim, and as a result maintain a particular closeness to clients.



The cooperative looks after a total of 1.3 million customers and is thus the number 1 in the Swiss market for household, industrial, risk/life insurances and re-insurance of benefits' institutions. Mobiliar's range of products stretches from property, third party and vehicle insurance up to personal and life insurance.

„IBM's Information Server helps us to react flexibly to customer requirements and market changes.“

Daniel Bürgi, Technical Architect, Mobiliar

Highlights

- **Fast reaction time:** With the [IBM Information Server](#), Mobiliar can increase the flexibility of the frontend systems through the centrally controlled provision of the relevant data, and can massively reduce the reaction time for upgrades.
- **Reliable data:** The central integration of all data with the Operational Data Store (ODS) guarantees up-to-date, consistent and correct data.
- **Consolidation from various data sources:** Information scattered over various data sources can now be depicted in a consolidated manner and be called upon «on demand» by employees throughout the entire corporation and by external agents.

The challenge

The insurance branch changes very quickly. Intensive competition, regulatory changes and a dynamic environment demand a high degree of flexibility and an ability to react. The satisfaction of customer requirements, the correct responses to market changes and the long-term business success can only be guaranteed through rapid actions.

Mobiliar has recognized this market dynamic and decided to improve its reaction time. The most important objective here was to provide the individual departments, such as the Market Management Unit, with the relevant data in the shortest possible time.

As the business-relevant data is on z/OS and other local systems, whilst the Operational Data Store (ODS) and its applications are based on AIX, the integration of the data with the existing infrastructure formed the greatest challenge.

Moreover, Mobiliar insisted that this new solution would also cover future requirements of data integration with the implementation of a CRM and an Enterprise Data Warehouse. There was an additional aim to use the new strategic and central data integration platform for DB migrations in all future projects.

The solution

With [IBM InfoSphere DataStage](#), Mobiliar can integrate, file and store customer and contract data in a central location. In so doing, the Operational Data Store (ODS) takes over the central integration of all data so that it can be used for frontend processes and applications throughout the entire corporation. Thanks to InfoSphere DataStage, a complete centralized data integration infrastructure for all existing and future requirements in the area of data integration is possible.

This solution places Mobiliar in a position to consolidate complex data from z/OS and other data sources into clear core information, which can be used across all company sectors. The effort and time for manual changes and preparation of the data is massively reduced by the solution. Furthermore, the central storage of the data eliminates the potential for errors as only one unique, up-to-date and standardized version of the data is in circulation.

This allows Mobiliar's employees to access the important data rapidly and confidently, and to take business-critical decisions on this basis. The insurance company thereby increases its flexibility and its ability to react.

The advantages of [IBM Information Management](#)

- IBM InfoSphere DataStage places the customer in a position to generate additional benefits from the heterogeneous and complex information distributed throughout the company.
- IBM InfoSphere DataStage enables the transformation and integration of simple as well as highly complex data structures – even with large quantities of data.
- With Mobiliar's Operational Data Store, core information from several data sources is merged into a central database.

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