

WebSphere. software

Caisses Sociales de Monaco disperses services online with help from IBM.

Overview

■ **Challenge**

Integrate core applications with new Web-based systems to enable the agency to cost-effectively offer its clients online access to applications

■ **Why Become an On Demand Business?**

To increase productivity, improve customer service and reduce costs

■ **Solution**

An integrated, open infrastructure that enables the agency to respond quickly to changing user demands and government regulations

■ **Key Benefits**

Reduced infrastructure complexity to lower administration costs; real-time access to critical data to process claims and dispense reimbursements in days, rather than weeks, and to enable more-informed decision making; faster return on investment achieved through application component reuse



Established in 1947, Caisses Sociales de Monaco (CSM) manages and distributes medical insurance, pension plans and workers' compensation insurance funds to individuals within the principality of Monaco and in surrounding countries. In close collaboration with businesses and medical providers, the agency's 200 employees work to protect the social and financial interests of 150,000 citizens of Monaco, France, Italy and other countries.

“We needed a multi-tier architecture, with each tier able to handle specialized tasks. This would enable us to address immediate needs, while enabling us to adapt more easily to future business requirements.”

*—Claude Petrini, software architect,
Caisses Sociales de Monaco*

Adding new services quickly and easily to meet customer demand—and government regulations

On Demand Business Benefits

- Ability to add new services and leverage existing back-end function as needed
- Reduced maintenance time and costs due to decreased infrastructure complexity
- Ability to provide real-time access to customer information and to speed reimbursement turns by migrating critical processes to the Web

Over the past few decades, CSM has focused on leveraging IT to improve its reimbursement services to citizens by delivering medical insurance information through the Web. Although these efforts helped CSM improve user satisfaction, the Web site continued to grow exponentially. The company relied on content from a range of legacy systems, along with paper-intensive, redundant processes that often took weeks to complete. The result? CSM couldn't respond on the fly to customer requests. To offset escalating costs, CSM was forced to raise the rates for its medical benefits services.

Maintaining the company's IT infrastructure was time-consuming, tedious and expensive—and expansion and modification were nearly impossible. Point-to-point integration between new Web applications and outdated systems also added to the complexity. This inflexibility prevented CSM from providing its services—including claims submission, real-time data access and reimbursement payouts—online.

A flexible infrastructure to integrate new and existing applications

CSM wanted to improve its responsiveness to healthcare professionals, medical institutions and citizens—and to reduce costs throughout the process. To do this, CSM needed a flexible IT infrastructure that would enable the agency to seamlessly integrate legacy systems with new, Web-based applications. The new system would also need to allow CSM to add services as its customers' demands evolved—and to accommodate the agency's growing customer base.

Open standards bring it all together

CSM worked with IBM to implement an on demand operating environment that would enable the agency to establish an integrated, online medical insurance system. The open-standards-based infrastructure lets the agency easily connect its existing assets to new applications—helping to reduce maintenance time and costs. Through this new system, CSM is able to deliver information reliably and provide straight-through processing of administrative data—from a healthcare provider's office to CSM's back-end systems—in real time.

Immediate transfer of data online means healthcare providers can access and update patient account information and submit insurance claims quickly. And customers can access and modify their personal health insurance information through the Internet. Reimbursement funds are automatically transferred into their bank accounts. As a result, claims are settled in only a few days, instead of weeks.

A robust development and deployment solution from IBM

An IBM client since the 1960s, CSM chose IBM WebSphere® software and IBM Rational® development tools to add to the capabilities of its existing IBM VisualAge® Pacbase development software. The new solution gives CSM a flexible, integrated development and deployment environment that allows it to make the most of its legacy systems while extending back-end data to the Web. WebSphere software helps ensure mainframe transactions perform smoothly with the Java™ Runtime Environment of Web-based, front-end applications. IBM WebSphere Application Server Network Deployment software manages front-end presentation logic, business logic and integration with CSM's back-end systems. TCP/IP sockets act as connectors to IBM CICS Transaction Server software on the IBM mainframe. And IBM Rational Rose XDE, IBM Rational ClearCase and IBM WebSphere Studio Application Developer software simplify application development by providing a unified, model-driven process.

Rational Rose and IBM Rational Rose XDE Developer Edition software extend and integrate with CSM's Java technology-based integrated development environment (IDE). Developers' productivity is increased because they can generate Java code directly through IBM Rational Rose XDE Developer Edition software. This robust technology gives CSM developers a rich set of model-driven development and run-time analysis capabilities that enables them to build quality software applications. Developers can also take advantage of comprehensive visual design and development environments to address the needs of CSM's Java 2 Platform, Enterprise Edition (J2EE) technology-based systems.

Key Components

Software

- IBM Rational Rose®
 - IBM Rational Rose XDE™
 - IBM Rational PurifyPlus™
 - IBM Rational Quantify®
 - IBM Rational ClearCase®
 - IBM Rational PureCoverage®
 - IBM WebSphere Studio Application Developer
 - IBM WebSphere Application Server Network Deployment
 - IBM CICS® Transaction Server
 - IBM DB2® Universal Database™
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“IBM offers a complete solution for on demand business. Because its software solutions are based on open standards, we were able to use our existing application investments – enabling us to modernize our infrastructure without having to rebuild it from the ground up.”

*–Claude Petrini, software architect,
Caisses Sociales de Monaco*

CSM leverages IBM Rational PurifyPlus software to help developers write more reliable code faster. This run-time analysis solution enables CSM to identify memory corruption and perform leak detection to improve execution reliability. Rational PurifyPlus software also helps alleviate application-performance bottlenecks and identifies code subject to performance optimization. As a result, developers don't need to recompile or re-link code.

Real-time access to critical customer information

The open-standards-based, hub-and-spoke architecture of CSM's new IBM solution decreased integration points, reducing the time and cost to maintain the company's infrastructure and enabling it to focus on providing new value-added services to its constituents. And application component reuse helps reduce infrastructure complexity—making administration easier and helping to lower costs. The organization can respond quickly to changing business requirements and government regulations by developing new application components—or adapting existing ones—rapidly and efficiently. And real-time access to insurance data means CSM can process claims and dispense reimbursements in days, rather than weeks—improving user satisfaction.

For more information

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