One of the first Migrations and GO-LIVE on Savvion 2013

PSI collaborated with the client to address productivity issues caused due to disruptions in Savvion services and take on additional load during peak business hours

Client's business was able to operate uninterrupted with increase in productivity by almost 50%

"Congratulations to all of you for a great job done for Savvion migration. Your efforts and hard work have ensured a successful migration. We have been smoothly running Savvion 2013 without any reboots. No major showstopper defects have been reported. Great work by the PSI team has ensured that we have done the migration despite the issues we faced. Thanks to everyone of you. Keep up the good work."

Client is one of India's largest life insurance companies

Engagement Highlights:

PSI's BPM team was brought onboard by the client to reduce downtime and substantially enhance productivity by almost 50%

Customer engaged with PSI to devise a long term solution, which could address productivity issues and disruption in Savvion services. After rigorous discussions and analysis, PSI team advised the customer to migrate to Savvion 2013 and simultaneously execute a separate exercise to optimize applications and database for performance improvements.

About the client:

The client is one of the largest life insurance companies in India with a market share of 5%. The firm offers life insurance products targeted at individuals and groups, catering to four distinct segments: protection, children, retirement and investment plans. The company has over 7 million policy holders and a distribution network of close to 1,230 branches with over 124,000 agents as of 31 March 2013.

Challenges:

Key Business challenges:

- As per the client's business mandate, proposals were constantly being generated from the respective branches. The system had to be kept operational almost 24*7
- It was important to ensure that any failure in the production environment had minimum impact on business. A detailed roll back plan was devised
  - Roll back assumed more importance in terms of Insurance sector, as it is governed by stringent IRDA policies and maintaining data consistency was vital and challenging
- Migration had to be done without any downtime during business hours
  - Ensure that all migration activities were seamlessly done
  - It required PSI team to work with other teams and proactively mitigate risks, keeping all the respective teams on the same page

Key Technology challenges:

- The client was operating on Savvion for new business and Claims processes, however, was unable to optimize on the 64 bit memory due to SBM7.5 32 bit limitation
- The client was facing issues pertaining to memory and downtime. The servers had to be restarted at least twice a day to regain capacity and take on additional pressure
- Planning and executing a migration of existing business processes to a new system was a major challenge, as they are highly customized and integrated with third party systems
- A two-way integration process had to be considered, as there were changes not just in Savvion but in other applications as well
- There were limitations within the Savvion Migration tool, as it would always run from scratch after an error due to which incremental runs for data were not available
- Client demanded not just Migration but Optimization too. So, it was a challenge to identify key applications and database optimization in short time frame
- Client needed the migrated application to be compatible with IE 11, which is not supported by Savvion 2013

Project at a Glance:

Project name:
Savvion Process Migration

Location:
India

Duration:
4 months

Team size: 5

Industry:
Life Insurance

Delivery Model:
Hybrid

Engagement Model:
Fixed cost basis

Challenge:
Planning and executing a migration of existing business processes to a new system was a major challenge, as they are highly customized and integrated with third party systems.

Solution:
PSI team strategized an Optimization, Integration & Migration approach.

Outcome:
Migration was executed with zero impact. With no downtime required, client's business was able to run uninterrupted 24*7 and with enhanced productivity.

PSI's Solution Approach:
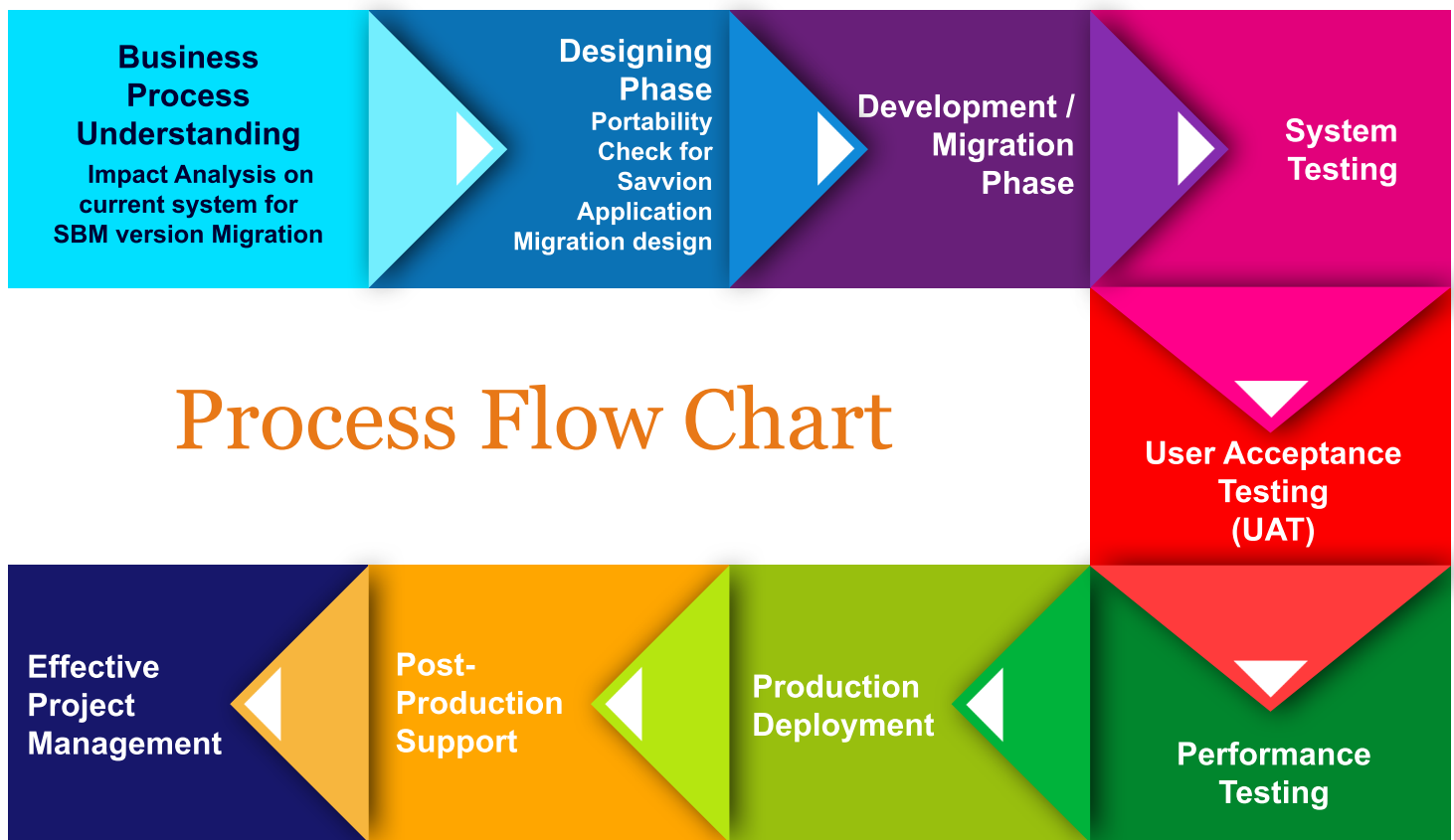## Optimization, Integration & Migration

PSI deputed a senior technical support team to study the issue and realized that downtime was leading to substantial losses and issues pertaining to memory utilization were identified.

With PSI's strong experience and expertise in Savvion based Apps Migration, a plan was devised to overcome the challenges. The team developed a robust methodology for migration, which ensured meticulous planning and risk mitigation for successful migration.

After the problem was identified, PSI team devised a plan;

- A maintenance plan was developed, which the support team from PSI executed proactively. The team ensured that till the migration gets completed, workaround measures were suggested to maintain business continuity

- PSI also deputed a team to look at the Migration process and suggested Optimization for which a separate team was assigned. Key areas in the business flow were identified and code related to those priority areas / tasks were optimized

   SQL Queries: 80 – 90 queries were reviewed. 5-6 queries were optimized and rewritten. Few new indexes were created. AWR reports were reviewed and Database Optimization was suggested. A set of codes were identified and reviewed; around 200 Java classes were reviewed and optimized

- Major technical risks were handled on priority, namely;

   ➤ A roll back plan to manage contingency was put in place

   ➤ Integration plan to integrate with other applications was put in place, as it was critical to go LIVE without breaking any integration touch points

   ➤ The routine operations were uninterrupted

   ➤ Database (DB) migration plan was developed

   ➤ Each process and sub process was analyzed in detail

   ➤ Migrated code was performance tested

   ➤ User Acceptance Testing (UAT) was thoroughly executed with detailed process testing

Process Flow Chart

Business Process Understanding
Impact Analysis on current system for SBM version Migration

Designing Phase
Portability Check for Savvion Application Migration design

Development / Migration Phase

System Testing

User Acceptance Testing (UAT)

Performance Testing

Production Deployment

Post-Production Support

Effective Project Management

Technology used:

- Language: Java
- Framework: J2EE, Savvion® 2013
- Front End: EXTJS and JSP, Forms
- App Server: WebSphere Application Server 7
- Database: Oracle 11g
- Platforms:
  - Development Platforms: AIX 5.3, Windows 7, Windows 2003 Server, Windows 2008 Server
  - Development Tools: BPM studio 2013
  - Design Tools: BPM studio 2013

Achievements:

- This is one of the first global GO-LIVE (migrations) done on Savvion 2013
- Migrated process(s) were rolled out in production within very aggressive & agreed timelines.
- With no downtime required, client's business was able to run uninterrupted 24*7 and with enhanced productivity
- Migration was executed with zero impact on the operations
- Client was able to prevent business loss
- Integration with other applications was completed within the timelines and without any major issues.
- The client is now able to process 1200 – 1400 cases daily, as against 800 being processed earlier. It was almost 50% increase in productivity
- Multiple and latest browser compatibility was achieved resulting in a much more user friendly system; elevating user experience
- Policy Turnaround time (TAT) was reduced by 25%
- The system is now able to scale up to accommodate additional business and user load

PSI's BPM capabilities:

Solution area	Tools/ Suites & Frameworks	Solutions
Business Process Management (BPM)	- Savvion - Business Manager - IBM BPM - Activiti	- Accounts Payable - Work Distribution System - Document Verification Process - Immigration & Screening Process - Research Process - Service Desk Handling Process
Enterprise Content Management (ECM)	- Weblogic Portal - MS SharePoint	- Smart Storage Solution For Huge Data - Custom Frameworks Development - Custom Front Ends Development
Business Intelligence(BI) & Data Ware Housing(DWH)	- OBIEE - Microsoft SSAS/SSRS - OWB - ODI - R - Pervasive Data Integrator - PSI (Pervasive Data Integrator)	- Reports - Data Analysis for trends and forecasting - Business Analytics - Knowledge Repositories - Business Intelligence
Mobile Application Development	- Xcode - Android SDK - Cocoa Framework - PhoneGap/Corodova	- Business apps - Training - Game Tracking - Custom apps

TÜV NORD
TÜV India Private Ltd.
ISO 9001

Premier Business Partner

IBM

Microsoft Partner
Gold Application Development
Silver Application Lifecycle Management
Silver Collaboration and Content
Silver Data Platform

About PSI:
Pratham Software Inc. (PSI) is a global IT services company (with established ISO 9001:2008 practices) providing software product development, consulting and outsourcing solutions to enterprises worldwide. While providing a wide range of solutions, we focus on Outsourced Product Development (OPD), Business Process Management (BPM), Application Development and Maintenance (AMD) and Content Engineering. Our extensive experience in OPD helps us build strong relationships with Independent Software Vendors (ISVs), as we work with them throughout the product development lifecycle. Over 12 years of experience in the BPM field with various tools such as Savvion, IBM Lombardi, SharePoint and open source tools such as Activity have helped us gain leadership position in BPM. In terms of technology and platform, we work across all major technologies such as Microsoft, Java and Open source and have capabilities and experience in developing solutions for web, mobile, Cloud and social media. For Enterprise customers, in addition to Process Automation, we also offer development and support services in BI and DWH.