



Case Study

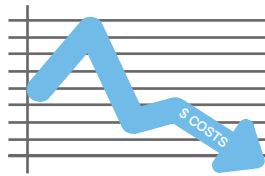
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- Fransisco Di Gioia, Groupama (GAN)

Case Study Overview | Web Enablement for IBM i Applications



ROI recovered in 2 months with reduction in communication costs



Web-deployment saves \$192,000 p.a



100 screen applications completed within one week

Background

Headquartered in France, Groupama (<http://en.groupama.com/>) is the leading French insurer in the Mutual, Agriculture, Personal Health and Local Authority markets. Its subsidiary GAN, has been providing insurance services and products in Portugal since 1920 to its 200,000+ customers.

GAN Portugal manages funds of over 250M Euros and produces revenues in excess of 45M Euros. GAN accredits its success to continued innovation and a commitment to strong investment in IT. Francisco Di Gioia Ferreira, Director of Information Systems, GAN Portugal, believes IT provides a competitive advantage. “As a niche player in the Portuguese market we need to be creative to gain an advantage, it’s a question of survival.”

Challenge

GAN’s insurance products are distributed by a network of 800 agents and brokers throughout Portugal. GAN used LANSA to develop IBM iSeries applications supporting insurance policies, claims, invoices, customers, commissions and compensation.

The applications have evolved with years of refinement and provide the robust platform required for growth. GAN believed it could reduce its communication costs and improve agents productivity by web-enabling its core IBM i applications.



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– Fransisco Di Gioia Ferreira,
Director of Information Systems,
Groupama (GAN)

Solution

New agents had found the green screen interface cumbersome to learn and use. Communication costs spiralled as additional leased private network lines were required to support the growing agent base. The existing 5250 communication option also required on-site installation and training.

Francisco commented, "We did not believe re-development was required or justified, so we investigated web enablement alternatives and selected newlook. Other products could provide a solution, but required massive amounts of work including significant retraining and expensive consulting support. newlook's dynamic architecture and advanced functionality was much more productive."

GAN required 2 days of training to get started, provided by Logicalc, their local newlook and LANSA partner. The requirements for the first application included revised and easier navigation, desktop integration (with MS Excel/ Word/ Outlook), graphical enablement and web deployment. GAN completed the initial 100 screen application within a week.

Results

The return on investment analysis found the newlook project costs, including software licensing and project resources, were recovered by reduced communications costs within 2 months. newlook's web deployment eliminated the need for leased private network lines, a saving of 80 Euros per agent per month, or 192K Euros per annum for 200 agents.

Additionally, there was no requirement for on-site installation or training. The savings meant GAN could offer web-based systems access to all agents and brokers.

The cost savings provide an excellent return on investment, but Francisco sees wider benefits, one being the agents and brokers whom are now significantly more productive and require less support. Francisco has also won more support from internal sponsors because the project has reduced costs and delivered tangible productivity gains in such a short time frame. "Our IT department has won additional credibility and helped secure funds for our future projects. newlook has allowed us to provide a competitive product with the same features and image as our largest competitors for a fraction of the cost in record time."

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Products Used:

newlook

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