

CSS opts for SAPERION



In mid-2004, staff at CSS began working on the basic concept to introduce a new software solution for document management. The solution encompasses archiving of insurance documents to allow fast access for several hundred employees at their fingertip. The new system also had to meet functional requirements for operation by an external data processing center and service provider, as part of an outsourcing policy. Conversion had become necessary because the former product was no longer being developed and maintained by the manufacturer. It also used a database that relied on old-fashioned host architecture, requiring an expensive mainframe computer as a backend. The COR Infexpert (Winterthur) company developed the concept, evaluated solutions and also undertook part of the implementation. After evaluating some well-known systems, CSS decided to implement the SAPERION solution. The importance of this decision for CSS is evident from the amount of data the new system would have to process. CSS insures 1.2 million people and has a premium volume of about 3 billion Swiss francs. Every 7th Swiss resident is insured with CSS. CSS Insurance

processes more than 30.000 invoices from doctors, hospitals, homes and other health services providers and pays out more than 12 million Swiss francs in insurance benefits daily. For the new solution, this meant processing approximately 40 million documents and over 110 million pages of raw data. The entire data volume is about 3 terabytes. 45, 000 new pages, which are handled by 350 employees, are added to the system daily. Stefan Kollbrunner, the Senior Consultant at COR, who was responsible for this project, says: "The decisive factors were the technology, product roadmap, references and the cost/performance ratio". The size of the company and reliability of the new software provider also played a vital role in our decision. The significance of these aspects

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became apparent during the evaluation, according to Stefan Kollbrunner. Two factors were particularly decisive: on the one hand the new partner had to be economically stable so that long-term support would be guaranteed, which meant a preference for a large company. On the other hand, the soft-

The Challenge

- + Introduction of a new document management software solution
- + Migration of the old system

The Solution

- + SAPERION ECM Suite
- + 40 million documents recorded as raw data in SAPERION

ware provider should provide fast, unbureaucratic and individual support, which would favor a smaller provider. CSS and COR found the ideal combination in SAPERION. The company, with headquarters in Berlin, is economically well-positioned and its size and orientation mean that it is able to make extensive adjustments for customers. This was proven during the introductory phase. Adjustments were made quickly and easily. SAPERION also guaranteed CSS ongoing active cooperation in the further development of the product and the roadmap – a factor that strengthened the decision for CSS.

SAPERION's consistent implementation of modern technologies such as Java and XML, and good references from companies of various sizes with different transaction volumes were further positive features. The server concept was also convincing. In contrast to other DMS solutions, SAPERION uses homogeneous hardware architecture for the backend. Its databases and applications all run on the same operating system and the same hardware technology. Its architecture combines easy maintenance and good administration with broad scalability, a high degree of redundancy and very secure data replication. The application currently runs on two dual processor servers using Linux and an Oracle database. An average of 350 users, of the approx. 600 active users, work on the database simultaneously. The system, however, is desi-

igned to handle up to 2,000 active users and 600 to 700 concurrent users without loss of processing speed. Of course SAPERION also had to fit in with CSS's existing IT structures, which entailed adapting the application to the various larger and smaller sub-systems at CSS. The system's clearly defined interfaces made this easy to do, and the new solution's easy usability also made a positive impact. The new system is currently still in the transition phase. Usability and product details are being optimized. Rollout is on August 20th 2006, so the complete conversion to the new program and the outsourcing of the application is definitely scheduled. From the beginning through to its "going-live" the project will thus have been completed in only 14 weeks or about 500 man-hours. This short period shows how flexible and powerful the new solution is. Stefan Kollbrunner says: "The schedule was very tight and the deadline was met due to a stable, technically mature system, and flexible support from the manufacturer". CSS's daily business and other processes dictated that the conversion could only be done in August or with a six months delay. The high cost of the former host-based mainframe solution and the unreliable support, however, made it mandatory that the conversion could not be delayed.

SAPERION offers more functions than the previous system, so a fast conversion seemed self-evident. Document storage and versioning, modern interfaces and the integration of document management and archiving have been the main improvements. Archiving is not done separately from DMS, but uses the same interface with the same data structure, which was another one of SAPERION's unique selling points.

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- + This solution ensures several hundred employees fast access to all archived insurance documents.
- + Simple use and consequently minimal training requirements

The SAPERION Group

Since 1989, the Berlin-based SAPERION AG has been developing software solutions for Enterprise Content Management (ECM) systems, that brings archiving, document management and workflow functionality together in one system. Along with the European headquarters in Berlin and additional competence centres in Germany, SAPERION has subsidiaries in Great Britain, North America, Switzerland and Singapore. According to the current BARC-Ranking (Business Application Research Centre), SAPERION takes leading positions in key categories, such as general integration capabilities, web functionality, integrated workflow capabilities, e-Mail Archiving and automatic indexing.

Further Information

SAPERION AG (Switzerland)
International Headoffice
Stampfenbachstrasse 48
CH-8035 Zurich

Tel.: +41 (0) 44 365 77-99
Fax: +41 (0) 44 365 77-07

eMail: ch.sales@SAPERION.com
www.SAPERION.com

SAPERION LTD (UK)
Fon: +44 (0) 20 77.17 - 84.72
eMail: uk.sales@SAPERION.com

SAPERION Pte Ltd (Singapore)
Fon: +65 6415 3100
eMail: asia.sales@SAPERION.com

SAPERION, Inc. (America)
Fon: +1 (781) 899.12.28
eMail: usa.sales@SAPERION.com