![Software AG logo]

GLOBAL INSURANCE GROUP
MIGRATES TO ARIS 9 AT THE PUSH OF A BUTTON

ZURICH®

Customer
The Zurich Insurance Group (Zurich) is a leading multi-line insurance provider that delivers services to customers in global and local markets. The company employs around 55,000 people and offers a comprehensive line of indemnity and life insurance products and services. Their customers include private individuals as well as small, mid-sized and large businesses up to multinational corporations in over 170 countries.

Industry
Insurance

Opportunity
• Migration to ARIS version 9
• Take into consideration different user requirements worldwide

Solution set
• ARIS Architect & Designer
• ARIS Publisher
• ARIS Simulation
• ARIS MashZone

Benefits
• Project implementation within time, cost and quality parameters
• Global migration of ARIS core functionality following the big bang principle
• Smooth continued operation of more than 50 ARIS databases

MIGRATION
OF SEVERAL THOUSAND PROCESS MODELS AND NEARLY 400 ACTIVE ARIS USERS

MIGRATION
IN OVER 15 NATIONAL SUBSIDIARIES WORLDWIDE

A successful migration project

ARIS—part of Software AG's Digital Business Platform—has been the tool of choice for over 10 years for modeling and documenting business processes in both of Zurich's business segments, General Insurance and Global Life.

In light of efforts to accelerate and standardize its business process management, the company decided to migrate to the new ARIS version 9 as part of a project for all of the Zurich Group's ARIS users worldwide.

" *The consultants from Software AG played a major role in the ARIS migration, implementing the project for the globally active Zurich Group within the planned time, cost and quality parameters.* "

— **Dirk Hansen** | GI Process Architect, Zurich General Insurance

Transition at the push of a button

Driven strongly by the business side and various national subsidiaries, ARIS developed into the standard for modeling and documenting business processes especially in Zurich's two largest segments, General Insurance and Global Life. Over the years, several thousand processes were developed with ARIS—equivalent to about two-thirds of the insurance group's entire process landscape.

The ARIS applications cover practically every area along the value chain of an insurance company. These include segments that focus specifically on risk management and compliance as well as areas that must demonstrate accountability to external auditors on proper business process management that adheres to regulatory requirements.

International use, centralized operation

Close to 400 Zurich BPM experts in over 15 countries use ARIS Architect & Designer for their core business activities: developing and managing business models ranging from business strategy to business processes to IT architectures. Furthermore, Zurich purchased licenses for a series of additional products from the ARIS portfolio. For example, specialized users from operations departments utilize ARIS Publisher for easy, Web-supported access to process information. Other examples: ARIS Simulation is used to simulate and analyze different business process scenarios, and ARIS MashZone is deployed for generating easy-to-understand graphic dashboards.

The global ARIS environment is centrally operated on four virtual servers in a data center, running more than 50 ARIS databases for productive use, development and training.

Central ARIS Support is provided in Barcelona, with decentralized ARIS administrators operating in a few countries as well.

Global migration

Since the current version of ARIS is nearing the end of its life cycle, Zurich looked ahead to the constantly growing requirements for business process management and decided to migrate to the new ARIS version.

Coordinated by ARIS Support in Barcelona, the project was successfully implemented within five weeks after a brief preparation and planning phase. All necessary training and comprehensive user acceptance tests for the new ARIS version were carried out during this time. In addition, Zurich's individual departments and country organizations also utilized the migration project to clean up their own ARIS databases and decide what will be used in the future and what should be archived better. At the end of the project, the new ARIS environment was able to go live after a two-day freeze for all Zurich users worldwide at the push of a button and be used immediately for productive operations.

According to Zurich, the expertise and support of Software AG consultants— particularly in the conceptual and technical preparation—contributed heavily to the project's overall success. The services included a basic implementation of ARIS 9, additional customization and coaching for the data migration. Moreover, the consultants provided numerous detailed checklists and test scripts for the different aspects of the migration project. And last but not least, Software AG's flexible webinars that could be used across different time zones were very helpful. The spectrum of these Internet-supported media encompassed technical aspects of the migration as well as an introduction and training for ARIS 9's new functionalities.

After the successful migration, Zurich is now assessing the added value of new ARIS 9 functionalities such as ad hoc analysis, queries and collaboration for future use.

ABOUT SOFTWARE AG

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