

An orange L-shaped graphic consisting of a vertical line and a horizontal line meeting at a right angle.

Bienvenue Welkom

A photograph of two men in a meeting room. One man, wearing a red and blue plaid shirt, is leaning over the other man, who is wearing a light blue shirt and glasses. They are looking at a wall covered with numerous white papers and colorful sticky notes (yellow, pink, orange, green). The man in the blue shirt is pointing at a sticky note on the wall. The background shows a modern office environment with a white ceiling and a dark wall.

Real-time content streams at P&V: the Alfresco foundation architecture for integrated full digital insurance processes

Agenda

Introduction

- Who we are?
- Who is the P&V group
- Some figures of the P&V group

Package oriented

History of Alfresco at P&V group

Projected Data Volumes

Digital challenges

Technical design details

Issues with the current implementation

Components (old architecture)

ECM Foundation project @ P&V

- One generic data model
- Abstract business logic
- Performance
- Normalise interfaces

Results

Who we are?



Dominiek Leclercq
Domain Expert
Digital Competence Center

Great to be here



Tom Dewaele
Project Manager
Digital Competence Center

Who is the P&V group

P&V

1. leading Belgian cooperative insurance company with over a century of history
2. focused on the Belgian market ranking 5th and 6th depending of business lines
3. is active in most lines of business, both for retail and for corporates

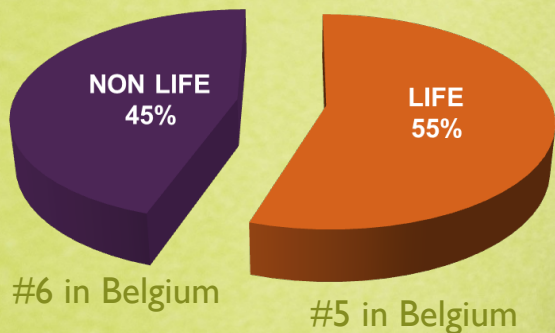


Products are mainly distributed through a network of

1. tied agents (under P&V brand)
2. insurance brokers (under Vivium brand)
3. directly (via Actel / P&V and Actel Affinity)
4. Legal insurance (ARCES)



PREMIE P&V GROUP 1,554, 000
(x000EUR)

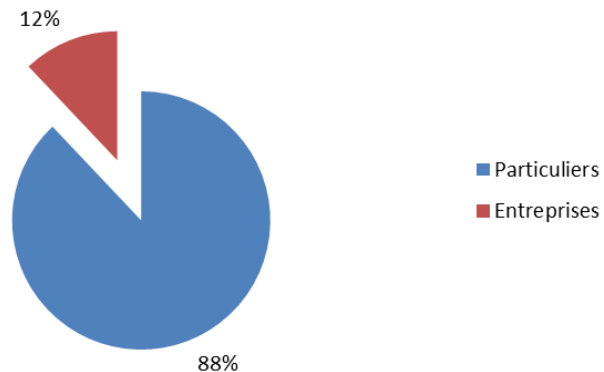


Balance sheet: 19,2 billion EUR

Numbers 2016

...vies en service
belangrijke

Groupe P&V



Package oriented

 **GUIDEWIRE**



PolicyCenter



BillingCenter

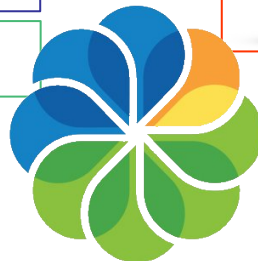


ClaimCenter



Solife by **VERMEG**
FOR PENSION AND INSURANCE

CAPTIVA
INTELLIGENT
ENTERPRISE CAPTURE



Alfresco®

PAPYRUS SOFTWARE
COMMUNICATION AND PROCESS PLATFORM

History Alfresco @ P&V group

Operational since summer of 2008

Acquisition of ING Insurance

Post Scanning

Average 8.000 pages/day

Peak 15.000 pages/day

Alfresco archive per line of business

Non Life

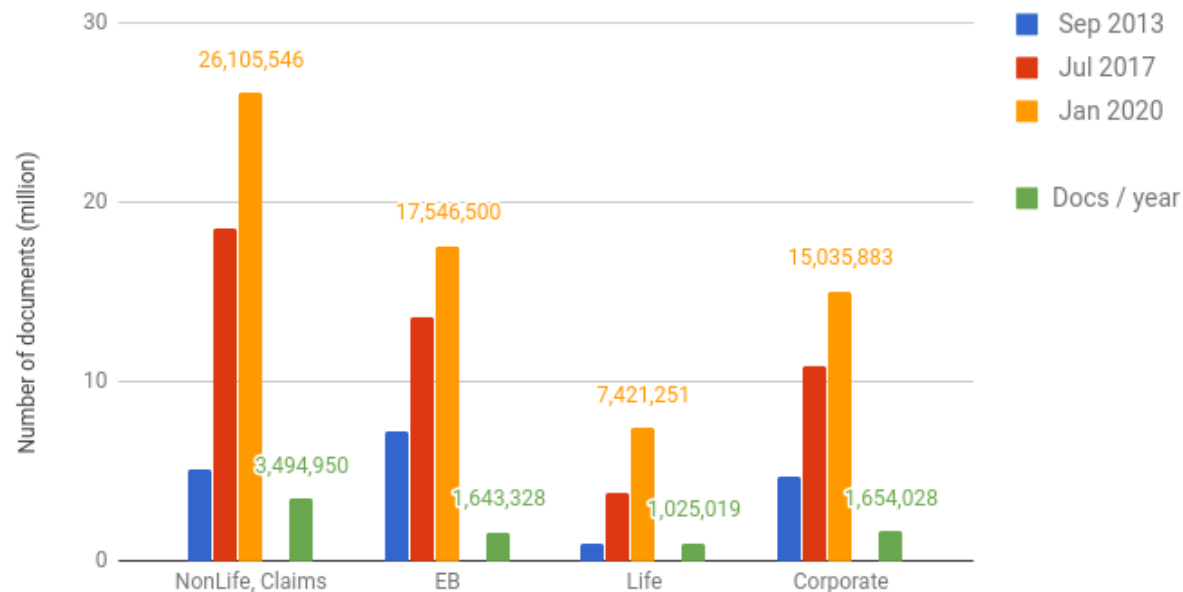
Life

Claims

Employee Benefits

Common

Projected Data Volumes



	NonLife, Claims	EB	Life	Corporate
Sep 2013	5,104,656	7,275,698	1,014,885	4,698,209
Jul 2017	18,501,963	13,570,792	3,848,470	10,856,625
Jan 2020	26,105,546	17,546,500	7,421,251	15,035,883
	0	0	0	0
Docs / year	3,494,950	1,643,328	1,025,019	1,654,028

Digital challenges at P&V group

- From a post scan process towards a pre-scan process
- Usage of Alfresco has been changed from an archiving platform towards an operational platform:
 - Business critical
 - Different SLA
 - High Availability needs
 - Integration with business applications
- Improve performance and robustness
- Reduce TCO
 - Consolidation of the different instance of Alfresco
 - Improved upgrade strategy of Alfresco versions
 - Reduce the operational follow-up of the platform
- Move from a batch oriented platform towards an online platform
 - Real-time upload of documents
 - Real-time consultation
 - Bulk uploads without impact on real-time processes
- Versioning
 - E-signature
- Federated search possibilities
 - 360 view of client
 - Search over operational storage and archive

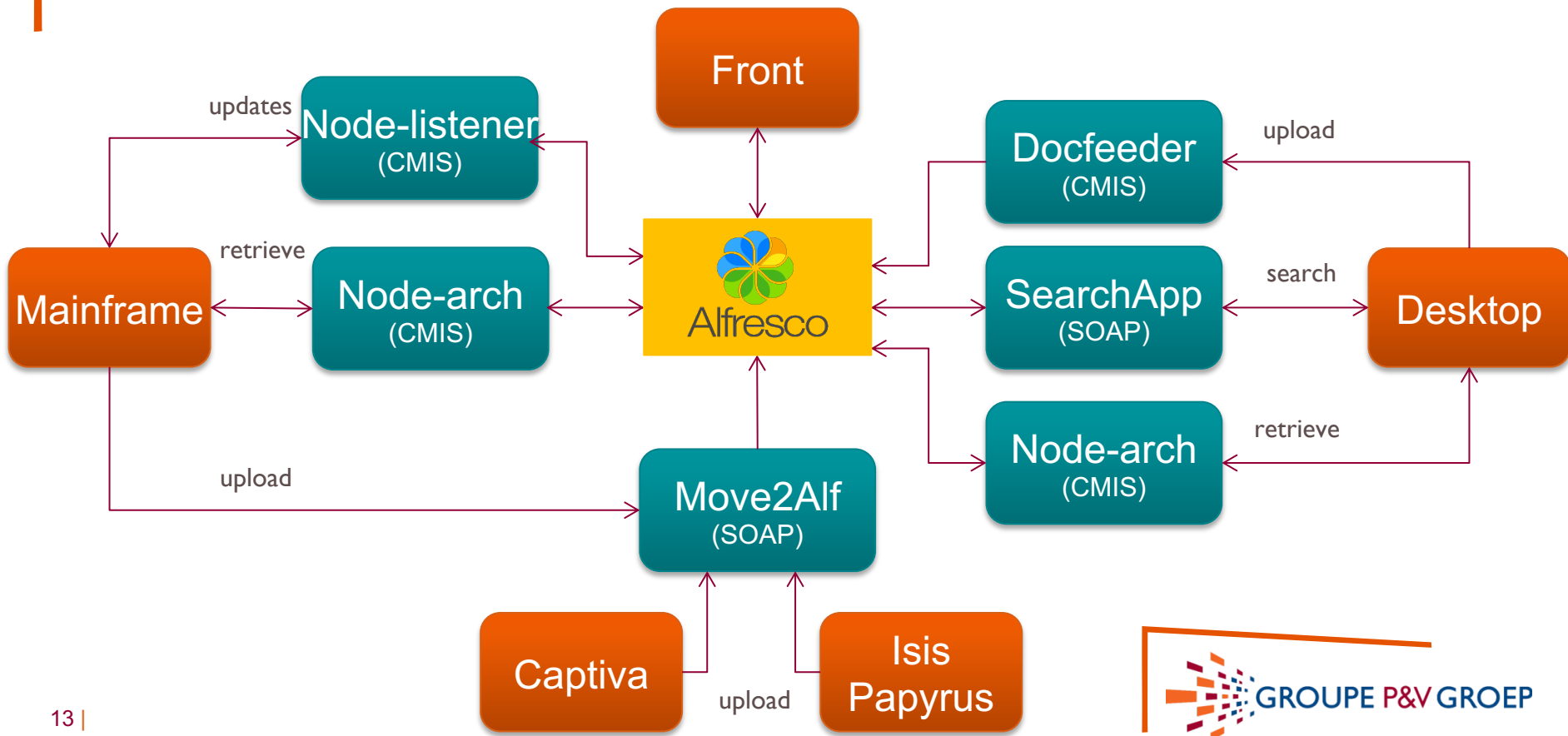


Technical Design detailed

Issues with the current implementation

- Too many interfaces & protocols used
- Business line oriented
- Use of scheduled batch processing prevent real time processing
- Designed to serve the mainframe (limitations)
- Difficult to keep up with the upgrade cycle of Alfresco

Components (old architecture)



ECM Foundation project @ P&V

Main focus

- Performance
- Maintainability

Principles

- One generic data model that spans all LoB
- Abstract business logic
- Reduce the number of interfaces

One generic data model

Alfresco meta data

Creator – modified – modifier – title - description

Company wide meta data

Digital signature – medical – fraud – hasOrigin – hasTarget

Life

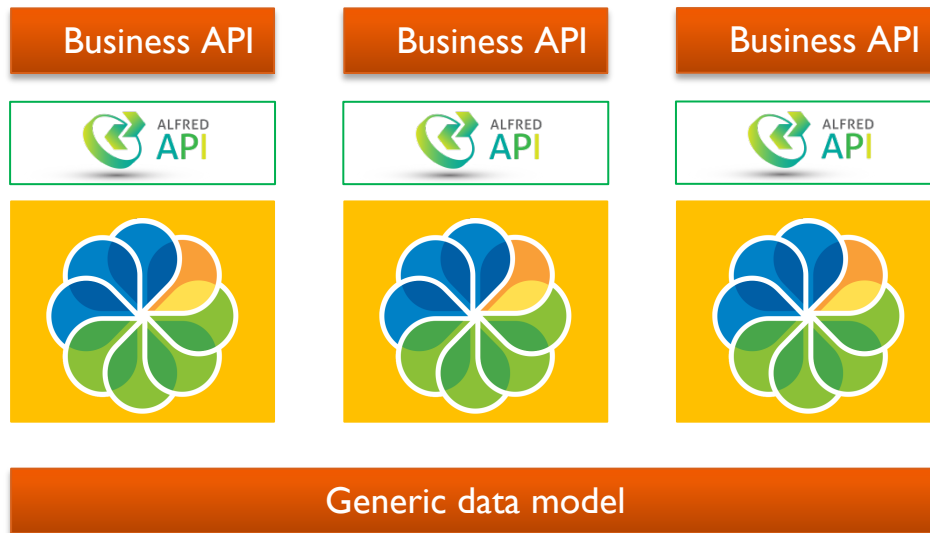
Non-Life

HR

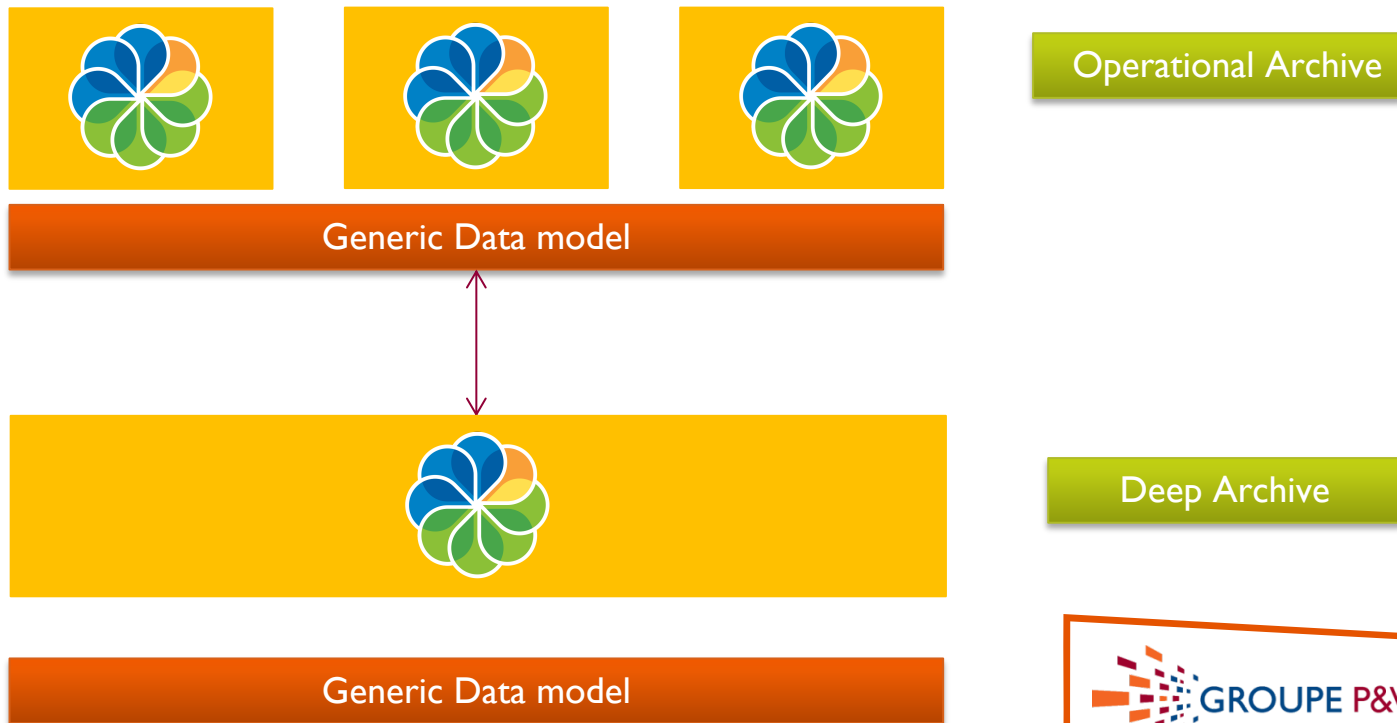
EB

CLAIMS

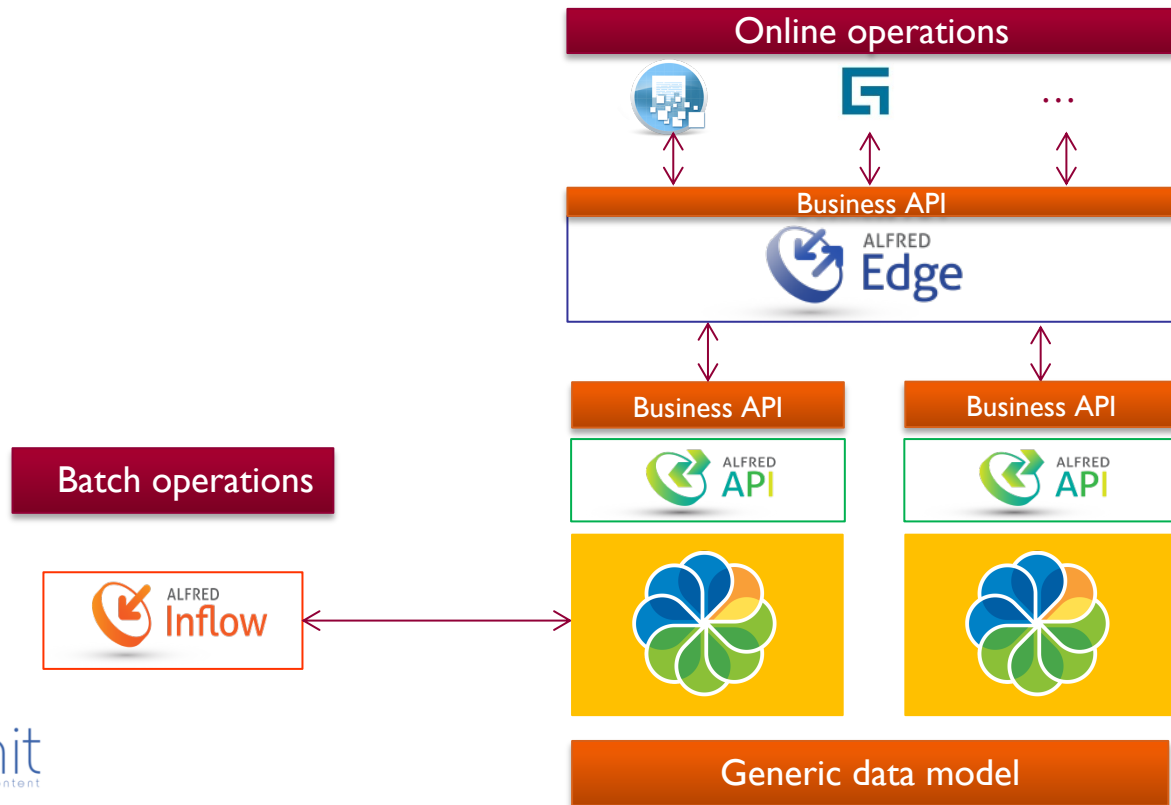
Abstract business logic



Performance



Decouple and simplify access with Edge



Result of the ECM foundation

- Increased time to market
 - Models can evolve easily
- Reduced TCO
 - Only one model to maintain
 - Upgrades to new Alfresco versions
- Online availability

We are ready for our
digital journey



Thank you for your attention.
More questions?