

Case Study:
CZ Insurance
Automates Process
Workflows with
CA Ideal™, Lotus
Notes, and HostBridge

Mainframe and
Multi-Platform Application
Development

MD122SN

Abstract

- > CZ Health Insurance, a Dutch provider with more than 3 million customers, has improved workforce productivity and reduced the high training costs associated with legacy applications by integrating its core CICS application, written in CA Ideal for CA Datacom[®], into a Lotus Notes workflow application using HostBridge software. Scripts written in CZ's workflow application call HostBridge to navigate through multiple CA Ideal[™] screens without user intervention and automate the processing on the mainframe of high volumes of claims, payment audits, and many other business processes. CZ utilizes HostBridge's transformation of CICS data to XML, screen definition repository (which enables identification of screens and fields by name rather than screen coordinates), and flexible exception handling.

Biography

- > **Roland Luijks**
Application Programmer
- > **Bobby Tjassens Keiser**
Systems Programmer
- > Company: CZ Actief in Gezonheid (Health Insurance)
 - No. 3 provider in the Netherlands
- > 3 million customers and growing

Agenda

- > Challenge: CZ Acquires OZ...
- > CZ-OZ Process Integration
- > Why Workflows?
- > CA Ideal-HostBridge-Workflow Architecture
- > HostBridge Allows Us To...
- > Workflow Examples
- > Numbers and Results
- > Q & A

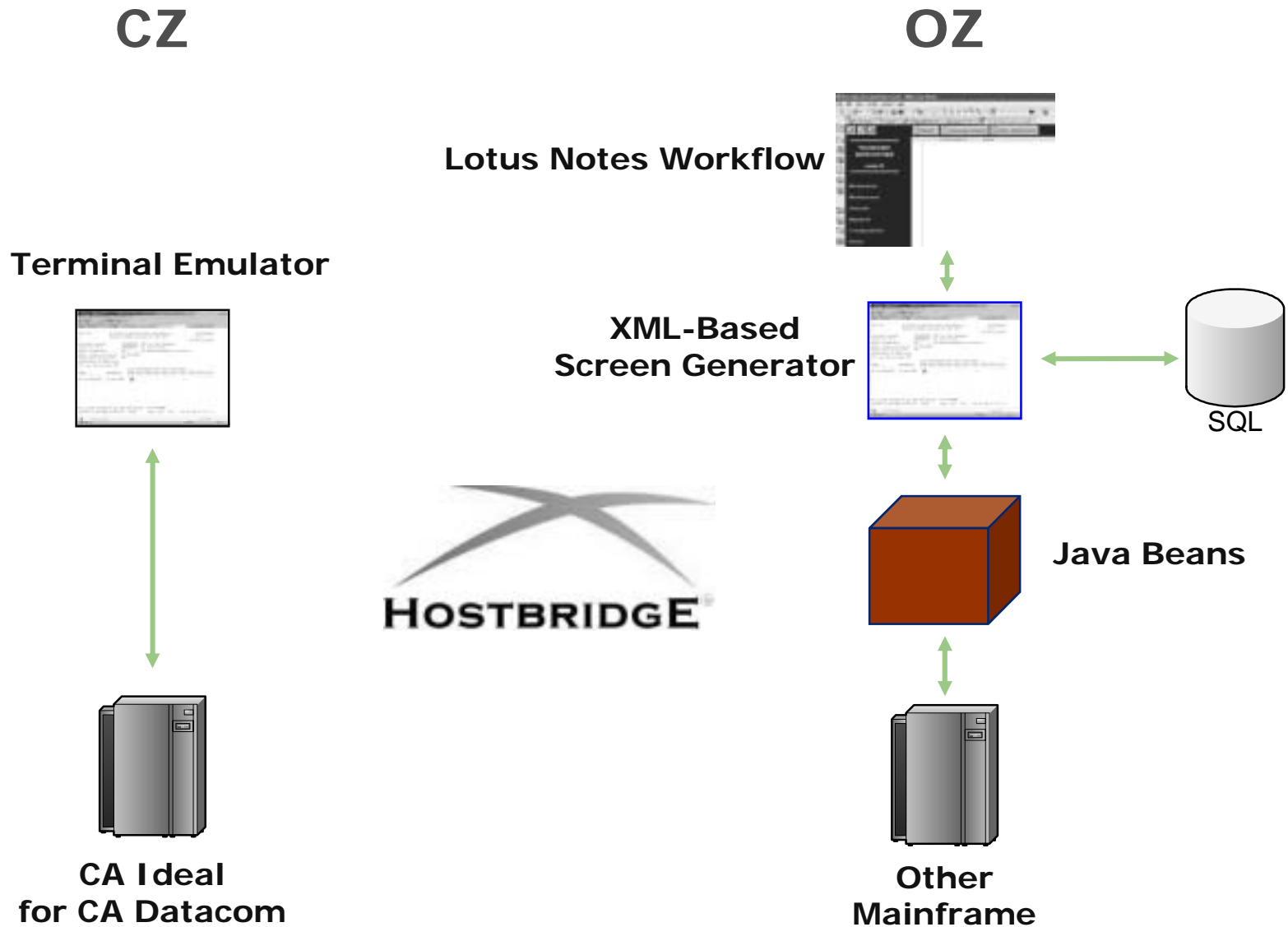
Challenge: CZ Acquires OZ...

- > Both have claims/service centers with many personnel
 - Claims processing
 - Delinquent accounts processing
 - Policy modification
 - Etc.

- > **Need to:**
 - Consolidate business processes, integrate systems

- > **Opportunity:**
 - Adopt workflow model company-wide

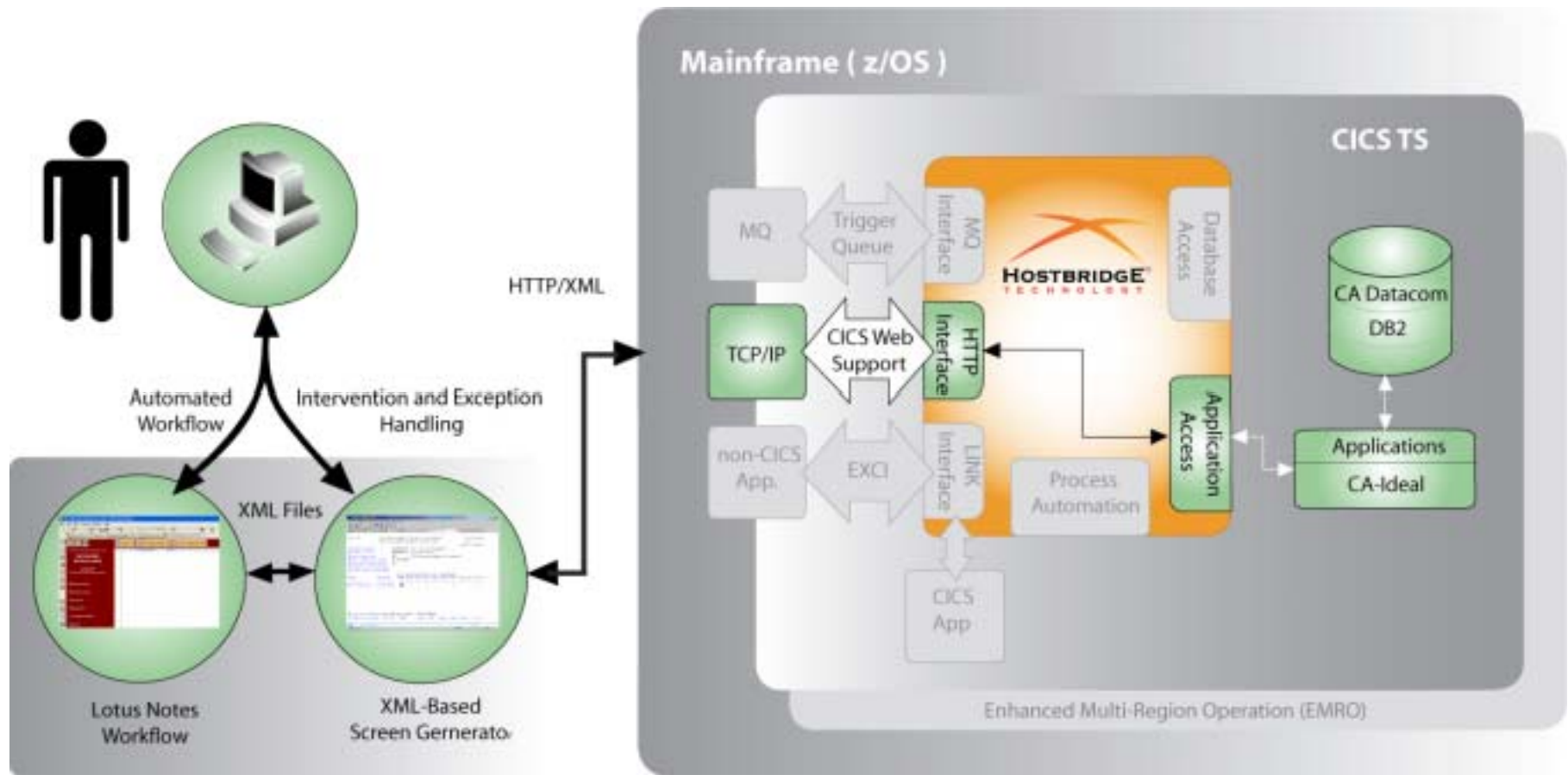
CZ-OZ Process Integration



Why Workflows?

- > Efficient, automated execution of processes
- > Integration of multiple systems/platforms
- > Simplify hard-to-learn legacy system
 - Reduce the number of screens the user interacts with to complete a single business process
 - Simplify business process for less experienced/trained users
 - Increase the amount of work a single user can do

CA Ideal-HostBridge-Workflow Architecture



HostBridge Allows Us To...

- > Extend benefits of workflow to CZ operations center
- > Unlock CA Ideal apps by integrating into workflows
- > Use screen definitions/field names (not coordinates) to navigate CA Ideal screens
- > Automate complex navigations as single business service
- > Integrate using XML
- > Intervene and/or handle exceptions manually
- > With *no* screen scraping, *no* legacy modification

Screen/Field Recognition

SessionA - HOBLink 3270

File Edit File-Transfer Connection View Options Macro Help

1 2 3 4 5 6 7 8 9 10 Test Macro 100x

R-B-L15 Wijzigen produkt binnen overeenkomst Verzekerden
Mutatie-scherm product binnen DVK (F11 -->)
Scroll F16/F17

Verzekeringnemer 012883158 HCF van den Bongaert
Collectiviteit 000000019 CZ Individueel
Soort productset NA CZ Zorg-op-maatpolis (natura)
Datum ingang wijziging 01-06-2008
Verplichte bouwstenen HV
Keuzebustn op DVKniveau
Ind van toep binnen DVK

Ind keuzebouwstenen per verzekerde

Naam	Gebdatum	AVBA	AVJO	AVDU	AVPL	AVSU	AVTD	TAST	TANI	AVIP	EXIN
HC vd Bongaert	12-03-1964		-	J		J				-	-

Er is een recentere periode met datum : 01-09-2008
2430IH 10-09-2008 12:55:25 EIND Upd _ Akt _ Sch __ Wm B Tran 2 430 76

ALPHA-NUM 15/032
For Help, press F1 Unknown NUM

Screen Definition Repository

- > Processes screen definitions into a comprehensive repository
- > Identifies and navigates through screens/fields by name
 - Independent of screen coordinates
- > Simplifies scripting/integration of CA Ideal and Lotus Notes Workflow
- > Simplifies development
- > Only need to verify that every panel modification is processed into repository

Manual Intervention & Exception Handling

> Manual intervention

- Users know to intervene in specific situations
- For example, workflow copying fields from a scanned document, legacy app detects something missing, user is prompted to intervene

> Expected/predetermined exceptions

- Message like “customer already made this claim”
- Workflow handles exception automatically, then restarts

> Unknown/unexpected exceptions

- Data errors like “date not allowed” or “code is not allowed”
- Workflow stops for user input until the user restarts

Basic Workflow: End Delinquent Policies

Fully Automated Workflow

The image displays multiple overlapping screenshots of the 'Automatisch Workflow IKAZ' software interface. The main window shows a menu with options like 'Terug', 'Verwerken', and 'Alleen XML Maken'. A sidebar lists various workflow steps under 'Beheer'. Several overlapping windows show data entry forms for 'Sessie-WFL-AccAcc (Z43076)', including fields for 'Wijzigen product binnen overeenkomst', 'Invulscherm wijzigen product binnen OVK', 'Datum ingang', 'Relatienummer', and 'Overeenkomst'. A detailed view of a policy shows a table of 'Geselecteerd' items and a summary of policy details like 'D12001150 BCF van den Bongaert' and '00000015 CI Individuëel'.

Example Workflow:

Semi-Automated Workflow

The image displays a series of overlapping screenshots from a medical software application, illustrating a semi-automated workflow. The primary focus is on the 'Notabegeleidingsformulier' (Notary Form) process.

The screenshots show various data entry screens, including:

- Patient Information:** Fields for 'Positie van scan', 'Status', 'Label', 'Huisadres', 'Subproces', 'Doktersnummer', 'Aanbeveling (Beroep)', 'Soort verzekering', 'Fotoversummer', 'Locatie', 'Categorie', 'Medicatie', and 'Gedragsonderzoek op'. Values include '24-07-2008', 'Proces in behandeling', 'CC Actief in behandeling', 'Nieuw', '10848', 'CC Zorg op maat (Beroep)', '3000-4071', 'Brecht', '0000019 (C) Medisch', and '17-09-2008'.
- Process Details:** Fields for 'Positie van scan', 'Status', 'Label', 'Huisadres', 'Subproces', 'Doktersnummer', 'Aanbeveling (Beroep)', 'Soort verzekering', 'Fotoversummer', 'Locatie', 'Categorie', and 'Medicatie'. Values include '24-07-2008', 'Proces in behandeling', 'CC Actief in behandeling', 'Nieuw', '10848', 'CC Zorg op maat (Beroep)', '3000-4071', 'Brecht', and '0000019 (C) Medisch'.
- Form Completion:** A final form with a signature and date. The signature is 'L. P. Buis' and the date is '2008-09-08'.

The workflow involves multiple steps, including data entry, verification, and final form completion. The application interface includes various toolbars and navigation options.

Numbers & Results

- > ~ 2500 screen definitions in the repository
- > ~ 1.6 M CICS transactions a day
 - ~ 360K now processed through HostBridge
 - ~ 1 out of every 4 “logical legacy transactions”
- > ~ 15-25% overhead on HostBridge legacy transactions
- > ~ 60 defined workflow processes operational
- > ~ 7200 workflows per day, calling 5-15 screens each
- > ~ 3600 delinquent policies ended each month, one of every 2500 has to be checked by a user

Summary

- > The layer between our Workflow and CA Ideal applications is critical.
- > CA Ideal applications can be accessed externally through HTTP/XML with no changes to the applications.
- > Screen Definition Repository enables us to use logical screen and field names.
- > Because HostBridge keeps the CICS transaction alive, users can freely interact with the workflow.
- > HostBridge has proven to be the right choice for us, and we will use it as we keep extending our workflows.

Q&A

Related Sessions

SESSION #	TITLE	Date / Time
MD103SN	Meet the Staff	11/19/2008 at 4:00

Exhibition Center

Related CA and Partner Technology

> CA

- Booth 428 — CA Datacom/CA Ideal

> Partner

- Booth 426 — HostBridge Technology

> Exhibition Center Tours

- Sign up at the Info Desk in the Exhibition Center

“Mix and Munch”

Networking with Your Peers

Join your peers and CA to mingle and network over lunch.

In this informal setting, engage in CA solution discussions, share ideas, and establish new contacts. A buffet lunch will be provided. Seating is limited and will be on a first come, first served basis.

San Polo 3405 — 06, 3505 — 06
Tuesday and Wednesday
12:00 p.m. — 1:15 p.m.



