



Company Details

Collecting insurance payments of around 6.6 billion euro, AXA is one of the leading insurance companies in Germany.

AXA ranks second in the property insurance field and is the sixth largest life insurance provider in Germany.

AXA Deutschland has 9,800 employees.

Industry

- Financial Services: Insurance

Location

- Germany

Business Challenges

- Enhanced customer service through Web Interface
- Automation of the insurance claims extended value chain
- Simple cost effective integration of systems

"AXA Deutschland has been using SeeBeyond as a centralised IT infrastructure component in Germany since mid-2001. Our goal is to speed up data processing by relying on a standardised and application-independent means of communication between different systems."

Dr. Michael Konrad, Head of IT-Architecture and Strategy, AXA Service AG

Business Challenges

As in other major corporations, the number of IT systems installed by the Cologne based insurer and asset manager AXA Deutschland, Germany, has grown very significantly over time. As a result of this, communications and data exchange between the systems have become critical for efficient operation.

Also, it became obvious to AXA, that a piecemeal, point-to-point integration, on a case by case basis could not meet their ambitious requirements, for example, such as web-based integration of existing systems or triggering various different processes in real-time. This needed to be built upon a standardised architecture.

AXA determined that only by using a standardised integration, based on the SeeBeyond eBusiness Integration Suite for example, would they be able to ensure that the different system interfaces could be maintained at reasonable cost, and that in future new systems could still easily be integrated into the system landscape.

Solution Overview

The compelling event for the use of a powerful integration solution at AXA was the "electronic claims processing" (eClaims) project. The goal of this project was rapid, automated processing of insurance claims, implemented by integrating the claims processing value chain of internal and external experts, garages, etc.

As a first step, this required a standardised external interface for damage claims. Here, claims received via this interface, start processes in different systems driven by the SeeBeyond eGate platform. Business flows such as the transfer of data to the claims system, determining partner information, and also the electronic archiving of data are managed.

Five other integration projects have now been implemented at AXA Deutschland. These include real-time data synchronisation of agent master data between the host and SAP system, cross-divisional processing of broker accounting information, real-time connection of printing systems and connection of further SAP systems. In the final stage, the life insurance division developed a communication interface to the German Government's pension body, the "Zentrale Zulagenstelle für Altersvermögen (ZfA)". Via this interface, eGate reconverts ZfA requests so that it is possible to identify whether the respective insurance policy is state-aided or not.

Business Benefits

SeeBeyond solution allows AXA to implement technical requests quickly and cost effectively.

Furthermore, in the case of eClaims, AXA benefits from significantly faster processing times. Direct data processing of claims notifications and automated routing to the assigned employee drastically reduce the time required for first-level processing. Qualified replies to the sender without supervisor intervention are also possible the majority of the time. The customers benefit from significantly faster processing times where, for example, the time his or her car stays in the repair shop is reduced.

AXA also benefits from setting up a competence team for integration. The centralised know-how has resulted in the responsible team being able to solve all communication projects plus for example the comprehensive competence when planning and testing the interaction of SAP and eGate. Therefore this organisational solution has been as important as the technological solution.

Plans For The Future

AXA plans, among other things, on using the SeeBeyond solution for the majority of its future communication tasks.

"Like our French partner company, AXA France, we have opted for the eBusiness Integration Suite by SeeBeyond as a central IT infrastructure component due to its powerful capabilities, fast configuration and extensive integration properties." **Dr. Michael Konrad**, Head of the Dep. for IT-Architecture and Strategy, AXA Service AG

Solution Overview

- Integration of extended claims process value chain internally and externally – garages and external experts.
- Synchronisation of agent master data between host and SAP
- Cross divisional processing of broker accounting information

- Direct interface to ZfA to identify whether policy is state-aided

Business Benefits

- Process Acceleration
- Reduced cost in claims handling throughout the insurance claims extended value chain

Technology Profile

- SeeBeyond Components
- eGate™

Integrations

- SAP eWay
- Oracle eWay Adapter
- XML interface to ZfA
- B2B to partners, garages, experts