

Case Study

Harel Insurance boosted employee productivity and customer satisfaction with a new web interface

Complex IBM i transaction screen converted in just a few hours



improved agent
experience

100%

new UI available for
customers

Harel Insurance manages over \$50 billion in premiums annually. They provide a full range of insurance offerings. Using technology to increase the productivity of its insurance agents is paramount. They wanted to develop agent applications that are easy to learn and use, and expose this interface to their customers for direct access.

Insurance ■ IBM i (AS/400) ■ Call Center ■ Web Interface ■ Microservices



The Challenge

Most business processes and transactions an agent uses reside in a central IBM i application. Harel Insurance developed an “Agent Portal” with a web interface to expose the business processes and wanted to bring more transactions from the IBM i application into the portal. However, the integration of a single business process required a re-write of the underlying COBOL code and screens, and then coding the Java module. The conversion process took anywhere from several weeks to a few months to complete.

Time to market is extremely important. Its business goals involved integrating dozens of services into the agent portal and waiting weeks or months for a single service was not an option. Both speed and a cutting-edge user interface were essential. In the past, they were told their user interface design requirements for a certain business process were not implementable since it required too many changes to the underlying COBOL code and screens.



The Solution

Harel started using the OpenLegacy platform. To the team’s delight, they brought in a complex IBM i transaction (with multiple screens and business flows) into the agent portal within a few hours. After defining the transaction’s input and output parameters through OpenLegacy’s platform, the transaction was immediately available as a REST API. The agent portal web application then consumed the service and integrated it. Absolutely no re-write or modification of the legacy application was necessary.

With OpenLegacy’s platform the digital team implemented its innovative user interface design. The platform automatically parsed metadata from the IBM i applications and exposed the metadata as auto-generated Java-based microservices. The application developers then incorporated the microservices into the new application without changing the backend application.

Security and regulatory compliance were critical elements for project success. The OpenLegacy platform has built-in security features such as two-factor authentication, single sign-on, and a Secure Web Gateway. The deployed application successfully passed both an in-depth security audit, and a comprehensive performance test, ensuring the ability to serve thousands of concurrent users.



The Result

Improved agent experience, increased productivity and satisfaction

With services in production, agents now enjoy the intuitive user interface linked to the core IBM i application. With a fast learning curve, robust performance, and security measures in place, agents provide better, more efficient service to their customers.

New customer experience

An additional benefit is now customers can interact with the services on their own because it is exposed through web-based APIs. This provides fast service and frees up agents to support other customers.

Cost savings and faster time to market through a non-invasive, cloud-deployed solution

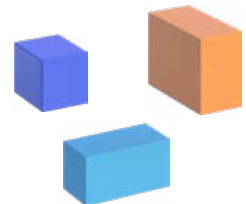
Instead of re-writing COBOL code and changing business logic—a risky move which could have taken months—Harel deployed several business processes into the web portal within days. The cloud deployment meant that no new requirement for server resources on the company's side, contributing to the low costs of the project.



We couldn't believe OpenLegacy was able to conform to all of our security, performance, and design constraints—and do so within days.



Harel Insurance



About OpenLegacy

OpenLegacy's Digital-Driven Integration enables organizations with legacy systems to release new digital services faster and easier than ever before. Connecting directly to even the most complex core systems, OpenLegacy automatically generates the digital-ready components needed to integrate legacy assets into exciting new innovations. With OpenLegacy, industry-leading companies release new apps, features, and updates while spending a fraction of the time and resources, so they quickly and easily become digital to the core.