CUSTOMER

helvetia

INDUSTRY

Insurance

CHALLENGE

Maintain a high pace of mainframe software innovation with fewer veteran developers

SOLUTION

t Compuware
Topaz™

a Compuware
Abend-AID®

x Compuware
Xpediter®

f Compuware
File-AID®

s Compuware
Strobe®

h Compuware
Hiperstation®

RESULTS

- Sustainable competitiveness

- Superior customer experience
- Enhanced organizational agility
- Lower technology costs
- Mitigation of long-term technology risk
- Improved security and compliance

Swiss Insurer Safeguards Mainframe Future with Compuware Solutions

BUSINESS CHALLENGE

Helvetia is an all-lines Swiss insurance company with $39+ billion in assets under management and more than five million customers across Europe, Asia and Latin America. Like most such companies, Helvetia leans heavily on its IBM mainframe (currently a z10, moving to a z13) for all of its core applications—including those that support the company's underwriting, policy management and financials.

And, also like many such companies, Helvetia faces a two-fold challenge when it comes to those core mainframe applications. The first part of the challenge is a declining supply of skilled, experienced mainframe developers. That declining supply has not yet become a major crisis. In five years or so, however, it may be. So Helvetia has to prepare now for that future shortage.

The second part of the challenge is the relentless demand on mainframe applications. Those applications must be constantly updated and modified to provide customers with the insurance products and service experiences they demand—whether the end-platform is a Windows client, a web browser or a smartphone. So mainframe development has to be fast, reliable and ready to perform at scale in the production environment.

That means Helvetia needs to empower fewer developers with potentially less mainframe experience to deliver more consistent, quality work faster than ever.

That's a tough challenge, but Helvetia has to meet it. The company may ease the crunch somewhat by making greater use of distributed platforms. It may ease the crunch somewhat by working with outsourcers. But, ultimately, Helvetia has to be able to stay innovative and responsive to the business despite the generational shift in developer skills.

"Nothing happens in our business without quality mainframe applications that run smoothly under all conditions," says Roberto Schmid, Helvetia's Director of IT Service Management. "That is why it is essential for us to have a viable strategy in place for ensuring that we cannot only maintain the integrity of our mainframe environment—but actually continue to aggressively improve and enhance. Doing so means that we can successfully compete in a marketplace that increasingly depends on digital excellence in the back office and at the point of contact with the customer."

SOLUTION

Helvetia is addressing its current and long-term mainframe application development challenges using multiple Compuware solutions:

Topaz was recently adopted because of its rich feature set, its powerful visualization capabilities and its intuitive GUI. These attributes enable

Compuware

Helvetia's veteran mainframe developers to be more productive and provide much-needed support to developers who have far less experience with the platform.

Using Topaz, developers can quickly understand application logic flows, better anticipate the potential impact changes they make to one application may have on other applications and more successfully avoid a wide range of coding errors. Topaz's modern interface also increases the productivity and efficiency of mainframe developers significantly.

Abend-AID is used to proactively pinpoint production failures and reduce the time needed to fix problems. Its fault management capabilities are becoming more crucial as fewer and fewer developers are experienced in reading system "dumps."

Xpediter accelerates the development process by analyzing programs and debugging problematic code. Xpediter is heavily leveraged within the Eclipse environment as the familiar interface helps less experienced mainframe developers gain an intuitive understanding of application functionality.

File-AID has been in use at Helvetia for more than a decade. Helvetia's developers use File-AID to make sure their applications access the exact right data from the exact right source. This saves them all the time it otherwise requires to hunt down data sources that are not always as well-documented as they should be. File-AID also streamlines testing by helping to ensure that test data extractions fully meet use-case requirements.

Strobe enables Helvetia's mainframe Development and Operations teams to quickly and easily pinpoint any coding inefficiencies—such as over-chatty SQL statements or unreleased DB2 threads—that often undermine application performance and/or result in excessive CPU consumption. As with Topaz, the analysis of application behaviors increases the productivity of veteran mainframe staff while allowing those less familiar with the platform to quickly understand issues requiring further attention.

Hiperstation provides Helvetia with the ability to continuously monitor and record end-user application sessions as well as system availability. In development and testing, this allows Helvetia's mainframe team to easily understand application behaviors and impacts—so they can fully ensure quality before promoting code to production.

RESULTS

Helvetia's use of Compuware's solutions has significant and diverse business impacts, including:

- **Sustainable competitive parity.** By streamlining the development of new applications and simplifying the support of those applications in production, Compuware solutions ensure Helvetia's ability to keep up with the pace of digital innovation in a relentlessly evolving insurance market.
- **Superior customer engagement.** A bigger, faster DevOps pipeline that produces higher-quality, better-performing software means that Helvetia's customers can consistently have superior digital experiences that keep them satisfied and loyal.
- **Enhanced organizational agility.** Compuware solutions facilitate execution of the kinds of application and data integration tasks required to support business change—such as when the company recently acquired Nationale Suisse, which significantly increased its application portfolio and total data volume.
- **Lower technology ownership costs.** Because Compuware tools increase staff productivity and reveal inefficiencies in software design, Helvetia is able to substantially reduce its mainframe operating costs—including its MSU-based licensing charges for IBM software.
- **Long-term risk mitigation.** Compuware's visualizations and intuitive interfaces give Schmid and the rest of the Helvetia leadership team a high degree of confidence that they will be able to continue innovating on the mainframe—even as mainframe talent gets harder and harder to come by.

According to Schmid, it's not just Compuware's software solutions that are helping it achieve these results. It's also Compuware's extensive expertise in mainframe technology and Agile/DevOps best practices—and its willingness to proactively share that expertise with its customers.

"Compuware has been a great long-term partner for us because of their deep understanding of mainframe ownership challenges and their unique commitment to innovating in ways that help us meet those challenges," says Schmid. "That innovative spirit will be even more important to us as the role of digital technology in the insurance business keeps evolving—and as we keep asking more of our mainframe and our mainframe people."

The Mainframe Software Partner For The Next 50 Years

Compuware empowers the world's largest companies to excel in the digital economy by fully leveraging their high-value mainframe investments. We do this by delivering highly innovative solutions that uniquely enable IT professionals with mainstream skills to manage mainframe applications, data and platform operations.

Learn more at Compuware.com.