

## Efficiency instead of paperwork

The company describes itself as an “insurance factory” in which business and document processes are designed, managed and controlled with the help of powerful IT systems. So let’s take a look at Janitos’ software migration project, which had the operational core of the company—policy management as well as customer and broker communication—upgraded to the latest technology:

- ## Output in any shape—and color

But there's more. For Janitos Versicherung, strategic alignment with today's many new and "colorful" sales and communication channels is of existential importance. It requires state-of-the-art IT to operate a completely web-based broker portal, for example. And only a modern output management will be able to serve every communication channel based on each customer's preferences—with audit-proof archiving of all outgoing mail, logging of document processes at runtime, etc. The guiding principle of this project was to adapt the company to the changing landscape of communication.

Janitos Versicherung AG was originally founded as a part of the MLP Versicherung insurance company. During MLP's strategic realignment in 2005, Janitos was sold (and rebranded) and has since been operating as a subsidiary of the Gothaer insurance group. Janitos has been using the Series M/ text and output management solutions from the very beginning. In 2005, when the corporate identity was changed from "MLP" to "Janitos," the software's centralized resource management played a crucial part in making the transition happen smoothly in just four weeks. Today, some 230 Janitos employees in Heidelberg and Vienna assist around 20,000 insurance brokers in Germany and Austria. In 2011, Janitos generated gross premiums of over 112 million euros.

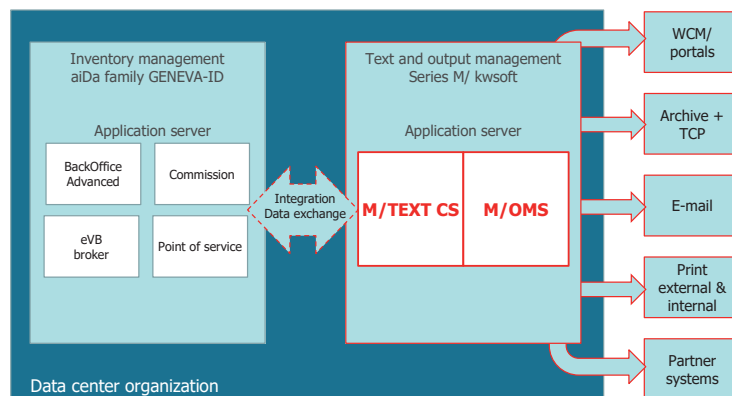
# To continue with the Series M/?

A big project like this raises the legitimate question of whether the Series M/, which has proven itself in the past, is also the best solution for the future. A market survey came to the following conclusion:

1. There is no alternative software available on the market that would offer the same (required) functionality.
2. The modern Java-based architecture of the Series M/ is perfectly in line with Janitos' IT strategy.
3. The system architecture allows for modular output processes—buy only what you need.
4. A significant increase in document volume—currently 12.2 million pages p.a.—can be easily achieved with the Series M/.
5. Existing resources can be migrated and reorganized.

And last but not least: kühn & weyh has proven itself to be a reliable partner over many years of good cooperation and great customer service.

## Multi-channel in practice



SOA compliant integration of inventory management and output management

## Slim, efficient and powerful

In January 2013, the aiDa inventory system and the text and output management of the Series M/ went into production as planned:

- The interfaces had been implemented, the document templates prepared, the text modules migrated, some of them newly created or eliminated in the course of restructuring.
- The new deployment procedure now serves 4 system environments for development, testing, QA, acceptance and production.
- Employees had been trained and were ready to gradually take over in-house support.
- New options such as the automatic e-mail info service were implemented immediately: During ongoing customer support, for example, M/OMS registers pre-defined events such as changes to contracts, reminders, notices of termination or claims notifications. M/OMS assigns tasks to the agent responsible and sends them a weekly list of all events and data relevant to them.

The crucial organizational task was to ensure that all outgoing information, regardless of the medium, goes through the central OMS. This is the only way to assure the lowest cost and highest quality possible for the generation and output of all outgoing information.

## Conclusion

### The architecture fits

Our technology is cutting edge—ready for the business challenges of the future.

### Scalable applications

create the necessary flexibility for increasing volumes. Middleware technology increases our operational reliability and stability.

### The latest product generation 6 of the Series M/

opens up a multitude of new use case scenarios, thanks in part to its Java environment.

### Excellent collaboration

with krosoft has proven itself and contributed to the success of the project.

## Contact

We have even more information for you. Would you like to talk directly to our reference customers? We will gladly arrange an appointment for you.

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