Migration of 400,000 contracts despite shortened duration

The Project

Start	January 2019
Go-Live	planned for 06/2020, moved up to 01/2020
Duration	1 year

in|sure Health Claims

in|sure Health Policy

The Challenge

On the one hand, following the tight schedule was a major challenge. Due to a parallel project, it was necessary to move up the start of production, including policy migration, by six months. Instead of the planned 18 months, the introduction of two in|sure products, in|sure Health Policy and the in|sure Health Claims as well as the datamigration had to be completed quickly within twelve months. On the other hand, the in|sure solution needed to be integrated into DEVK's existing infrastructure in order to ensure process efficiency. The goal of this initial project milestone was to build up know-how among all project members by transferring all of DEVK Versicherungen's travel health insurance policies and therefore reduce risks for transferring health insurance policies. Furthermore, great emphasis was placed on "taking along" the users of the new software and possibly countering existing fears ahead of time.

The Solution

This shortened schedule was achieved only because the entire project team, consisting of DEVK Versicherungen and adesso insurance solutions, consistently focused on the essentials, acted cooperatively with a focus on the goals, and advocated the standard functionality of in|sure products. The initial presumption of not needing to deviate from the standard was able to be maintained, thereby saving implementation efforts. Data migration was completed within seven months. During the process, the project team used the MIGSuite and the processes established in the product.

The Project Timeline

The foundation for a successful project execution was set by the Delta analysis, which was completed in 2018 by adesso insurance solutions GmbH together with DEVK Krankenversicherungs-AG. As a result, many issues could already be examined, and solution patterns were able to be elaborated from the onset.

The Customer
DEVK Versicherungen

For almost 135 years, policyholders in Germany have trust worthily placed their day-to-day risks into the hands of DEVK Versicherungen. Nowadays, the DEVK employees oversee well over 4 million customers nationwide with more than 15.1 million risks in all insurance divisions. All in all, roughly 6,000 employees roll up their sleeves to provide quick and active assistance. Furthermore, the Sparda banks have been reliable partners for many years. DEVK is Germany's third-largest insurer of household goods and the fifth-largest automotive and third-party liability insurer according to the number of contracts.

Customer Infrastructure

Application-Server: **JBoss EAP 7.1**
Database: **Oracle 12c**

	Jan/Feb	Mar/Apr	May/Jun	Jul/Aug	Sep/Oct	Nov/Dec	Jan/Feb
Project start	⬡						
Testing of in|sure products		⬡					
Begin migration of policy data			⬡				
Finalization of migration				⬡			
General testing of cutover processes and data migration						⬡	
Go-live for in|sure Health Claims and in|sure Health Policy							⬡
Policy migration of 400,000 contracts							⬡
Transfer of 800,000 contracts from the legacy system (revision-proofing)							⬡

This allowed the project team to quickly press ahead with integrating in|sure products into the DEVK landscape. As early as in March 2019, the in|sure products could already undergo initial testing by DEVK project members in an initial configuration.

At the same time and because of this, peripheral systems were able to be implemented into the following sprints on schedule with assistance from adesso insurance solutions. The peripheral systems include: The print system (DOPIX), collections and disbursements (SAP FS-CD), Camuda and additional systems specific to DEVK (such as partners, sales). Integration was essentially carried out via the "Mule" enterprise service bus. Migration of the policy data began in May. Once the source data was examined, the rules for accepting active and cancelled contracts were successively described and implemented. Afterwards, the specialized tests were performed as of July, while the integration was finalized in various sprints in parallel. The "hot" testing phase rounded things off, which also included the general testing of the cut-over process including data migration. Afterwards, the production go-live was started and successfully completed on January 20, 2020. Approx. 800,000 contracts were transferred from the legacy system during this process.

The Outcome

in|sure Health Policy and in|sure Health Claims were introduced without major disruptions: The users spoke positively of the new software. The planned features were implemented and led to more convenient and efficient processing. The 400,000 travel health insurance policy contracts were successfully migrated by DEVK Versicherungen and adesso insurance solutions' entire project team. An additional 400,000 cancelled travel health insurance contracts from the legacy system were also transferred without hiccups.