For increased automation: SOKA-BAU – migrates policy to in|sure PSLife with MIGSuite

The Project

Start	July 2020
End	December 2022
Duration	2.5 years

MIGSuite

The Challenge

After 20 years of use, SOKA-BAU's policy management system was no longer up to date. The systems used required too much memory and did not offer any options for automation. In addition, the operational risks for SOKA-BAU were increasing: the software used had reached the end of its product life-cycle and the manufacturer was no longer providing maintenance. Policy management had become a roadblock on the way to a more efficient design of the processes in the various departments and the ongoing digitization of the pension fund. These were sufficient reasons to consider migrating to a more modern, up-to-date and future-proof architecture. After conducting intensive market research, SOKA-BAU decided to use in|sure PSLife and MIGSuite by adesso insurance solutions.

The Solution

By using MIGSuite, SOKA-BAU is able to migrate the portfolio in question in a timely and legally compliant manner and then, using the automation options in the new portfolio system, automatically process tasks that were previously done manually. This offers considerably more flexibility and a measurable increase in efficiency. The archiving of historical data, which is already a standard feature of MIGSuite, was also a key factor in deciding to immediately shut down the old system.

Project Progression

The initial meeting to officially launch the project took place in the summer of 2020. After a comprehensive analysis of all IT systems in use, the migration was also specifically scheduled as part of the overall planning. As expected, the focus was on migrating the policy data from a competitor's system into in|sure PSLife. A special requirement of SOKA-BAU in this context was the need for a migration with a reactivatable history spanning several years into the past! Using MIGSuite, they were also able to successfully master this specific condition.
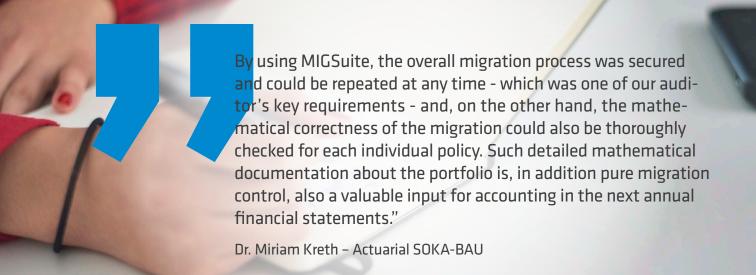
The Customer
SOKA-BAU

SOKA-BAU (the Occupational Pension Fund for the German Construction Industry) is the umbrella brand for the ULAK (the Leave and Wage Equalization Fund of the German Construction Industry) and the ZVK (the Supplementary Pension Fund for Construction Trade Employees). With more than 1,000 employees, SOKA-BAU ensures vacation benefits, a company pension scheme and promotes training for all employees and companies in the construction industry.

Customer Infrastructure

Data warehouse: **SAP BW**
CRM: **SAP**
Various in-house developments

Milestones	Jul **2020** Dec		Mar **2021** Nov		Dec **2022**
Project kickoff	⬡				
Completion of detailed planning		⬡			
New business capability in in|sure PSLife			⬡		
Migration capability of VWS rates				⬡	
Migration completed					⬡
Number of migrated policies	approx. 90.000, of which approx. 7.000 are already current annuities				

One of the auditors' key requirements in the context of the migration was to ensure the mathematical correctness of all policies, down to the level of the individual modules. The migration control, which is already a standard feature of MIGSuite, in connection with three test dates in the past, at runtime and in the future, once again proved to be fully capable of meeting this requirement!

It was also necessary to perform the mapping to unscheduled business transactions from the old system. The flexibility of MIGSuite and the structured implementation in in\|sure PSLife made it possible to master this particular challenge as well.

At the same time, SOKA-BAU pushed ahead with the in-house development of the pension disbursement system, and the migration to this new system with MIGSuite was also successful.

As a result, the migration of the first policy system, including essential peripheral systems was successfully completed at the end of December 2022.

The Result

By replacing the old system and using MIGSuite to migrate to in\|sure PSLife, SOKA-BAU has laid the foundations for a future-proof architecture and application layer. Employees are already benefiting directly from the new solution. Many subtasks in claims processing have been automated within in\|sure PSLife, and as a result, the specialist consulting workflows have been significantly streamlined.

The successful and timely migration of the portfolio - not a single policy had to be transferred manually from the old system - was a key factor in the overall success of the project!