

## IBM Software Demos

### Accelerating Software Innovation for IBM i on Power Systems

#### Part One

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JK Insurance wants to grow its market share – to attract new customers and retain existing ones by offering higher quality service than their competitors.

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The company decided to transform claims processing by allowing policy holders to report and track status of their claims online, 24/7, without need for phone calls.

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The company set three key objectives for the project: it had to be done within a limited budget; be secure and reliable; and be flexible enough to add new services.

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Many applications needed for the self service Web site were in existing IBM System i platforms. These applications were not originally designed for integration, and modernizing them was central to meeting JK's objectives.

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Since the IBM i operating system has precisely the qualities for running new workloads, it makes the ideal platform for JK to combine their existing IBM i transactions with new business applications.

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First, JK identified programs from existing systems that were necessary parts of the claims reporting process. They combined these programs – like claim entry, routing and scheduling – into a new automated customer process.

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JK went “live” with their new self-service claims website in just three months.

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The new system relies on existing proven applications, so the solution costs a fraction of one built from scratch. Security and reliability came built-in. And the modernized applications are “integration-ready,” so components can be easily reused in future applications.

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JK's customers were pleased they could file claims in just 5 minutes without using the phone, and JK was able to reduce operating costs and enhance customer satisfaction.

#### Part Two

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In an increasingly competitive market, companies that can leverage and modernize their existing systems to improve underlying business processes can gain significant competitive advantage.

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IBM's Enterprise Modernization Solution is the roadmap that helps companies bridge different systems distributed across the entire enterprise.

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Implementation can start small, and grow to cover all of a company's integration and modernization needs, internal and external. This solution supports a Service Oriented Architecture so software can be delivered as reusable, sharable services.

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Let's look at a company that uses IBM Enterprise Modernization Solution products to streamline customer service by creating a new self-service website. They plan to leverage the power of their core business applications and WebSphere Application Server Express to run new workloads.

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First, JK Insurance can modernize their existing i applications for wider internal use, to ensure new business goals and application requirements drive downstream design, development and testing. JK used Rational RequisitePro to manage requirements to improve traceability, strengthen collaboration, and reduce project risk from the start. JK started with 5250 screen modernization project. They used Rational Host Access Transformation Services, or 5250 applications, to provide a quick and easy way to add a GUI to their existing green-screen applications, making them faster to learn, and easier to use.

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HATS can also provide Web services interfaces for integrating 5250 screen-based applications with other applications in the enterprise. Now, JK can extend their i applications to employees through the Web, Portals, and mobile devices.

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To build the self-service website, JK needed an understanding of their existing applications. Rational Developer for System i provides the capability to graphically view different i resources and their interrelationships.

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Rational Developer for System i allows existing RPG and COBOL developers to use a modern integrated development environment. This allows them to be more productive because of RDi's advanced syntax checking and debugging capabilities. It also allowed JK to standardize on a single eclipse based development environment. After using RDi to create libraries of reusable components from existing applications, JK used Rational Developer for System i for SOA Construction, RDi SOA, to develop new business logic components and services in EGL. EGL is IBM's newest business language that enabled JK to accelerate Web 2.0 and SOA development for the i platform, increasing productivity and skills flexibility.

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JK wanted customers to file claims on-line with the highest possible service, so they used RDi SOA to develop modern Web 2.0 based user interfaces. JK used RDi SOA to create a new claims status check service as well, completing the new application spanning the IBM i and WebSphere environments.

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They also used Web Services to integrate with business partners such as repair centers and car rental companies.

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Finally, to ensure highest level application quality and security, JK used Rational's change and quality management solutions to improve application reliability, performance and security throughout the application lifecycle.

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JK used Rational ClearQuest for defect tracking, process automation, reporting and lifecycle traceability for better visibility and control of the application development lifecycle

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Rational AppScan was used to strengthen application security by automatically scanning and testing the new self-service application for common vulnerabilities.

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Rational Functional Tester was used to automate, manual and regression testing of the new claims self-service applications to speed time to market

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Lastly, Rational Performance Tester was used to ensure the new claims self-service application can handle the increased load without impacting end user response time.

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JK's modernization shows how a process involving a call center representative navigating through several IBM i applications simplifies customer choices on the options needed to report and check claims in the easy-to-use Claims Web site, round the clock.

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In JK's challenging environment, IBM's Enterprise Modernization Solution provided all the tools to help make this seemingly complex task straightforward. It delivered an advanced solution in a short time.

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To get started with building your next generation i applications, ask your IBM representative to schedule a free Enterprise Modernization Exploration of Technology workshop with an IBM Rational Enterprise Modernization Solution Specialist.

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