



IBM Software Group

AXA Overview

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@business on demand.

Presenter
Title
Date

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AXA OVERVIEW



Installation summary

Countries	Number of users
France	5,730
Italie	300
Allemagne	4,000
Espagne	450
Portugal	300
Ireland	200
UK	2,950
Switzerland	200



Installation summary (continued)

Countries	Number of users
USA	1,215
Singapore	300
Australie	1,050
Japan	200
Philippines	20
Total	16,915

France: AXA Assurance

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- ❑ **System Name:** CSE
- ❑ **Location:** La Défense (Paris)
- ❑ **Customer contact:** Pascal Buffart
- ❑ **Type of application:** Customer Service (P&C, Life, Health)
integration with Siebel. Global vision of customer, with all related information (structured and unstructured) presented to the agent. Better relationship management, better productivity, no more paper manipulation = sales volume increase
Should be migrated this year (2007) to P8
- ❑ **Number of users:** 5000
- ❑ **Configuration:**
 - IS 3.5, eProcess 4.1, IDM 3.1, CIS 1.2 (Siebel 6 connector)
 - HPUX 11, Oracle 8.0.6
 - HP 200fx jukeboxes, moving to MSAR
- ❑ **Approx. volumes:** 4000 docs/day; 1 million docs stored
- ❑ **Install Date:** 2001
- ❑ **System Integrator/Partner:** FileNet Professional Services / Accenture



France: AXA Assurance (cont'd)

- 2/5

- ❑ **System Name:** IRIS/OSCAR
- ❑ **Location:** La Défense (Paris)
- ❑ **Customer contact:** Pascal Buffart
- ❑ **Type of application:** Backbone for Claims Management
- ❑ **Number of users:** 300
 - ❑ **Configuration:**
 - IS 3.6, Capture 3.1, IDM 3.2
 - HPUX 11i, Oracle 8.1.7
 - HP 200fx/160fx jukeboxes, moving to MSAR
 - ❑ **Approx. volumes:** 2000 docs/day; 4+ million docs stored
 - ❑ **Install Date:** 1997
 - ❑ **System Integrator/Partner:** FileNet Professional Services

France: AXA Assurance (cont'd)

- 3/5

- ❑ **System Name:** Ged à la demande (Document Management on Demand)
- ❑ **Location:** La Défense (Paris)
- ❑ **Customer contact:** Pascal Buffart
- ❑ **Type of application:** Document management infrastructure for all Document Management projects. CSE platform is currently migrating to this platform (end of 2007)
- ❑ **Number of users:** 300 (4500 in 2008)
 - ❑ **Configuration:**
 - P8 3.5.1
 - Windows 2003, SQLServer 2000
 - ❑ **Approx. volumes:**
 - ❑ **Install Date:** Feb 2005
 - ❑ **System Integrator/Partner:** Atos/FileNet Professional Services



France: AXA Assurance (cont'd)

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- ❑ **System Name:**
- ❑ **Location:** La Défense (Paris)
- ❑ **Customer contact:** Pascal Buffart
- ❑ **Type of application:** Process Monitoring of Life underwriting, P&C underwriting
- ❑ **Number of users:** 30
 - ❑ **Configuration:**
 - P8 3.5.1, Process Analyzer
 - Windows 2003, SQLServer 2000
 - ❑ **Approx. volumes:** 10 main business processes monitored in Life and P&C.
 - ❑ **Install Date:** November 2006
 - ❑ **System Integrator/Partner:** Unilog/FileNet Professional Services



France: AXA Cessions

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- ❑ **System Name:** 3 PAR / efac / Internal needs
- ❑ **Location:** Paris
- ❑ **Customer contact:** Cecile Barras
- ❑ **Type of application:** BPM P8 infrastructure for external and internal needs. Application to manage reinsurance contracts between Axa Cessions and other companies
- ❑ **Number of users:** 172
 - ❑ **Configuration:**
 - BPM 3.0 P8 Suite / Content Manager
 - HPUX , Oracle
- ❑ **Install Date:** 2005
- ❑ **System Integrator/Partner:** Unilog



Italy: AXA Italia Assicurazioni

- 1/1

- ❑ **System Name:** AXA :FILENET
- ❑ **Location:** Milan
- ❑ **Customer contact:** Massimo Cagianelli
- ❑ **Type of application:** scanning insurance policies from 4 sites and retrieval by web. Host integration to retrieve indexes and to "square" incoming policies with scanned policies
- ❑ **Number of users:** 300
 - ❑ **Configuration:**
 - IS 3.6.2, Web Services 3.2a
 - Win 2000, SQL Svr 2000
 - Plasmon G series jukebox
 - ❑ **Approx. volumes:** 5 million
 - ❑ **Install Date:** 2001



Germany: AXA Colonia Konzern AG

- 1/1

- ❑ **System Name:** Colonia1
- ❑ **Location:** Cologne / Munich / Nuremburg
- ❑ **Customer contact:** Hans-Peter Purrmann
- ❑ **Type of application:** Contract Management, Life Insurance, Claims, Car Insurance, others. Self developed fax inbound and outbound. Host-based Workflow with inbasket (Life).
- ❑ **Number of users:** 4000
- ❑ **Configuration:**
 - IS 3.6, Capture 4.0, IDM 3.2a
 - AIX 4.3.3, Oracle 8.1.7 (HACMP - Cluster + separate DR System)
 - OSAR 107GTL, OSAR 123GTL

Cologne is the central HA and DR system. Munich and Nuremburg are separate IS systems which commit documents to the central system in Cologne. A retrieval application retrieves documents older than 90 days directly from Cologne.

- ❑ **Approx. volumes:** 38K pages scanned per day; 8-10K retrievals per day; 13M docs stored
- ❑ **Install Date:** 1990
- ❑ **System Integrator/Partner:** Cenit, Germany

Spain: Direct Seguros

- 1/1

- ❑ **System Name:** (Direct Seguros)
- ❑ **Location:** Madrid
- ❑ **Customer contact:** Theresa Chi / Gemma Baguena
- ❑ **Type of application:** Customer Acquisition / Auto Claims w/Disaster Recovery
- ❑ **Number of users:** 450
 - ❑ **Configuration:**
 - Workgroup IS 3.6, VW 3.2, Capture 4.x
 - Win NT, Oracle 8.1.7
 - Med & low capacity jukeboxes
 - ❑ **Approx. volumes:**
 - ❑ **Install Date:** 1999
 - ❑ **System Integrator/Partner:** Azertia Tecnologias



Portugal: Axa

- 1/1

- ❑ **System Name:** Gestão Documental e Workflow
- ❑ **Location:** Lisbon
- ❑ **Customer contact:** Theresa Chi
- ❑ **Type of application:** Claims processing. .Net application
- ❑ **Number of users:** 300
 - ❑ **Configuration:**
 - P8 3.5, Email Mgt, Record Mgt
 - ❑ **Approx. volumes:** 550 new processes per days /14.000.000 docs per year (estimation)
 - ❑ **Install Date:** end of 2005
 - ❑ **System Integrator/Partner:** Azertia Tecnologias



Ireland : AXA Ireland

- 1/1

- ❑ **System Name:** Darwin
- ❑ **Location:** Dublin
- ❑ **Customer contact:** John Dunne
- ❑ **Type of application:** P&C Claims Administration

DARWIN supports screen-based handling of insurance claims across all product lines. FileNet's business process management technology provides the foundation for the system, enabling AXA Ireland's claims staff to process and settle claims without resorting to paper records and files. Additional business process management functionality includes monitoring workloads and, where necessary, reassigning or re-allocating work between members of staff.

Migration to P8 on-going (2007)

- ❑ **Number of users:** 200
 - ❑ **Configuration:**
 - IS 3.6, VW 3.x, Workflo Print, Workflo Scan
 - AIX, Oracle, CITRIX
 - MSAR
 - ❑ **Approx. volumes:** 3000 docs/day
 - ❑ **Install Date:** 1996
 - ❑ **System Integrator/Partner:** Accenture

UK : AXA Life

- 1/2

- ❑ **System Name:** PHOENIX
- ❑ **Location:** Bristol, Coventry
- ❑ **Customer contact:** Andrew Snowling
- ❑ **Type of application:** Life Insurance and Pensions New Business / Servicing. Visual Basic 6-based claims application built by partner Phoenix Technologies
P8 migration has started.
- ❑ **Number of users:** 550 (1000 target)
 - ❑ **Configuration:**
 - IS, CS, VW, Capture, IDM Desktop
 - HP, Oracle
 - Jukeboxes : HP 1200ex (x2)
 - ❑ **Approx. volumes:**
 - ❑ **Install Date:** 1996
 - ❑ **System Integrator/Partner:** Phoenix Technologies, Dublin



UK : AXA Claims/BPM Platform

– 2/2

- ❑ **System Name:**
- ❑ **Location:** UK
- ❑ **Customer contact:** Andrew Snowling
- ❑ **Type of application:** Life Insurance Commercial Business / Claims Management Platform
- ❑ **Number of users:** 1,500
 - ❑ **Configuration:**
 - Full BPM P8 Suite ; Content Manager ; Capture, CSAR, eMail Mgr
 - HP, Oracle
 - ❑ **Install Date:** 2004
 - ❑ **System Integrator/Partner:** Bearing Point UK



Axa Life: Document archival

- ❑ **System Name:** IRIS (former CER)
- ❑ **Location:** UK (Pennywell Road)
- ❑ **Customer contact:** andrew Snowling
- ❑ **Type of application:** scan, archive and retrieval
- ❑ **Number of users:** 1,000
 - ❑ **Configuration:**
 - Full BPM P8 Suite ; Content Manager ; Capture, CSAR
 - HP, Oracle
 - Expect to scan around 200 000 doc per day. Today is 40 000 per day.
 - ❑ **Install Date:** 2006
 - ❑ **System Integrator/Partner:** FileNet PS UK



Switzerland: - 1/1

- ❑ **System Name:**
- ❑ **Location:** Lausanne
- ❑ **Customer contact:** Didier Robert/Gilles Michaud
- ❑ **Type of application:**
- ❑ **Number of users:** 200
 - ❑ **Configuration:**
 - P8 3.5
 - Windows 2000, SQLServer 2000
 - ❑ **Approx. volumes:** N/A
 - ❑ **Install Date:** end 2005
 - ❑ **System Integrator/Partner:** Sword



USA : AXA Advisors

- 1/3

- ❑ **System Name:** AIM
- ❑ **Location:** NY
- ❑ **Customer contact:** Kevin Murray
- ❑ **Type of application:** New Accounts & Account Management (CM + BPM)
- ❑ **Number of users:** 120
 - ❑ **Configuration:**
 - IS 3.5, Capture 4.0, eProcess 4.1, WF Script
 - AIX, Oracle
 - Low capacity jukebox
 - ❑ **Approx. volumes:** 400 new applications per day
 - ❑ **Install Date:** 1995
 - ❑ **System Integrator/Partner:**



USA : AXA Financial Planning

- 2/3

- ❑ **System Name:**
- ❑ **Location:** Alpharetta, GA
- ❑ **Customer contact:** Kevin Murray
- ❑ **Type of application:** Financial Plans
- ❑ **Number of users:** 95
- ❑ **Configuration:**
 - IS 3.5, Capture 4.0, VW 3.x
 - HPUX, Oracle
 - Jukeboxes?
- ❑ **Install Date:** 1999
- ❑ **System Integrator/Partner:**



USA : The Equitable

- 3/3

- ❑ **System Name:** NEWS
- ❑ **Location:** Charlotte, NC
- ❑ **Customer contact:** Kevin Murray
- ❑ **Type of application:** Policy Servicing / Customer Service
- ❑ **Number of users:** 1 000
- ❑ **Configuration:**
 - IS 3.5, Capture 4.0, VW 3.x
 - HPUX 11, Oracle 8.0 .6
 - OSAR 123HTL, OSAR 40HTS, OSAR 50HTS
- ❑ **Approx. volumes:** 10,000 docs per day, 60,000 pages per day, 10,000 workitems per day
- ❑ **Install Date:** 1996
- ❑ **System Integrator/Partner:**



Singapore : AXA Singapore

- 1/1

- ❑ **System Name:**
- ❑ **Location:** Singapore
- ❑ **Customer contact:**
- ❑ **Type of application:** Claims, Underwriting and Finance
Motor claims built using BPF. Planned rollout to Manila and Hong Kong.
- ❑ **Number of users:** 300
- ❑ **Configuration:**
 - IS 4.x, eProcess, BPF
 - Windows 2000, SQL Server
 - MSAR
- ❑ **Approx. volumes:** 1500 claims per day
- ❑ **Install Date:** 2004
- ❑ **System Integrator/Partner:** FileNet Professional Services / Sycor



Australia: AXA Summit Master Trust

- 1/2

- ❑ **System Name:** Wizard
- ❑ **Location:** Melbourne
- ❑ **Customer contact:** Paul Croucher
- ❑ **Type of application:** Portfolio Management / BPM
P8 3.5 with ISRA connector to IS 3.6.
- ❑ **Number of users:** 100
- ❑ **Configuration:**
 - IS 3.6, ISRA, P8 BPM
 - IS: Win 2000, Oracle
 - App Engine: Weblogic on Solaris
 - Process Engine: Solaris
 - Content Engine: Win 2000
 - CE & PE DBs: Oracle on Solaris
 - HP Jukebox
- ❑ **Approx. volumes:** unknown
- ❑ **Install Date:** P8 in 2003
- ❑ **System Integrator/Partner:** HCL



Australia: AXA Client Services

- 2/2

- ❑ **System Name:** AC&S
- ❑ **Location:** Melbourne
- ❑ **Customer contact:** Paul Croucher
- ❑ **Type of application:** Call Center
- ❑ **Number of users:** 950
- ❑ **Configuration:**
 - IS 3.5 (Melbourne)
 - Cache Server – NT (Brisbane)
 - Cache Server – NT (Sydney)
 - BES – HP-UX (Wellington – NZ)
 - Cache Server – NT 4.0 (Bangalore – India)
 - Cache Server – Win 2K (Puna – India)
 - HP-UX 10.20 - Oracle 8.06
 - Jukeboxes – 4 HP 330 FX
- ❑ **Approx. volumes:** 25K pages per day
- ❑ **Install Date:** 1997
- ❑ **System Integrator/Partner:** Homegrown



Japan: AXA Life Japan

- 1/1

- ❑ **System Name:**
- ❑ **Location:** Tokyo
- ❑ **Customer contact:** Hideki Yokokawa
- ❑ **Type of application:** New Policy Underwriting & Insurance Settlement Underwriting
The performance of the New Policy Underwriting system is three times faster than that of the old system. It has also been able to reduce its staff strength by 25 percent and the amount of time required to issue a policy was reduced by 40 percent. (see FileNet Success Story)
- ❑ **Number of users:** 200
- ❑ **Configuration:**
 - IS 3.6, VWorkflow 3.3, Web Services 3.x, AIX, Oracle, High capacity jukebox
- ❑ **Approx. volumes:**
- ❑ **Install Date:** 2000
- ❑ **System Integrator/Partner:** FileNet Professional Services / IT Frontier Corp

Philippines: The Equitable Card Network

- 1/1

- ❑ **System Name:**
- ❑ **Location:** Manila
- ❑ **Customer contact:**
- ❑ **Type of application:**
- ❑ **Number of users:** 20
- ❑ **Configuration:**
 - IS Workgroup 3.6, Capture 4.x, Print 4.x, Fax 2.x, Image Import
 - Win NT, Oracle
 - Low – med capacity jukebox
- ❑ **Approx. volumes:** low
- ❑ **Install Date:** 1999
- ❑ **System Integrator/Partner:** Asian Business Solutions

