Direct Insurance

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—Miriam Barel, Software Director, Direct Insurance

INDUSTRY

Insurance

KEY BENEFITS

- Handles highly complex processes
- Enables improved customer service
- Maintains 24/7 availability

SYBASE TECHNOLOGY

- Adaptive Server® Enterprise
- Replication Server®
- PowerDesigner®
- Replication Server Option for Microsoft

Direct Insurance is a leading insurance company in Israel. Direct Insurance's overall management system was developed with Sybase Adaptive Server Enterprise (ASE). The system manages the sale of policies, premium calculations, a collection system, client handling, claims handling, and infrastructure systems such as workflow, as well as letter-generation, document management, and authorization systems.

ASE RELIABILITY: "THE PERFORMANCE IS AMAZING"

Direct Insurance created a customized management system to integrate the company's various separate systems. It can now easily manage its collection and claims systems, as well as document management and authorization processes—making it easier to provide quality service to customers. "The performance is amazing," says Miriam Barel, software director at Direct Insurance.

The decision to choose Sybase ASE has been very satisfactory. Says Barel, "The system's performance is amazing. Regardless of how much we load onto the system, it still works well. We carry out highly complex processes on the database while simultaneously working online with hundreds of users and encounter no problems. All of this is due to ASE's excellent performance as well as improvements resulting from parallel processing." Barel adds that her company's satisfaction with ASE has increased as the company has moved from one version to a more advanced version over time. "Sybase's development personnel certainly deserve praise for the essential improvements they have introduced into each new version."

Direct Insurance's activities, primarily carried out over the telephone, make system availability and quick response time critical requirements. Explains Barel, "It is clear to us that any deviation from the standards we have set for ourselves adversely affects the service we provide to our customers and influences our business. When it comes to Sybase ASE, its contribution to the system's high performance is very significant. While we indeed have 24/7 service that is provided by the SRL Group, I can't remember when we last made use of the service. Our database functions continuously and very reliably."

SYBASE TECHNOLOGY COMPLETES THE SOLUTION

In addition to ASE, Direct Insurance incorporates a number of other Sybase technologies to help manage the overall infrastructure. Miriam Barel describes the Sybase footprint, "We use Sybase Replication Server to replicate operations in the database on the transaction level. This means that we immediately receive a copy of the data at the company's disaster recovery sites. We have been using Replication Server for many years, with one backup system in the building and another outside of it, so that we are prepared for any problematic event. Fortunately, we have yet to use it."

Barel continues, "In addition, we use Replication Server together with Sybase's Replication Server Option for Microsoft to replicate data from Sybase to a MSSQL database for processing on other systems. We also use Sybase's PowerDesigner for documenting the database."

FUTURE PLANS

Direct Insurance's success and growth creates a path for future technology exploration, and migration to the newest ASE release. "We have been running tests with ASE 15 for a number of months. Given our system demands, we have to be as confident as possible that the new system works perfectly, so our various test procedures take a long time. We are also evaluating the Sybase IQ analytics engine in the future, and, in fact, have already started a series of tests with excellent results," concludes Miriam Barel.

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