



CONCORDIA Schweizerische Kranken- und Unfallversicherung AG

Ensuring Premium Data Quality and Precision at One of Switzerland's Leading Health Insurance Providers

Geography

Switzerland

Industry

Insurance

Business Need

The leading Swiss insurance provider CONCORDIA needed to ensure complete data quality and integrity across its production and development environment. Simultaneously, CONCORDIA needed to introduce new DB2 database definitions and structures into production without errors occurring.

Solution

CONCORDIA deployed an integrated BMC toolset comprising BMC Log Master for DB2, BMC APPTUNE for DB2, and BMC CHANGE MANAGER for DB2 to increase data quality while streamlining change management.

Results

- > Allowed customers can trade with CONCORDIA, safe in the knowledge their policies are always accurate and to the highest standard of quality
- > Enhanced data quality, secured data consistency, and improved productivity
- > Provided sophisticated auditing through a variety of reports and filtering capabilities
- > Analyzed the date-related transactions using reports and SQL statements generated from the information in the DB2 logs
- > Identified resource-consuming SQL statements without running a DB2 SQL trace
- > Provided two views of the date columns side by side for comparison
- > Resulted in 100 percent data quality
- > Pinpointed that the DB2 date triggers are fired and are working correctly
- > Helped maximize SQL statement and DB2 object efficiency, thereby improving application and overall system performance
- > Managed structural changes across the DB2 sub-systems and helped bring fresh, new systems into production quickly and to the highest standard of quality
- > Ensured data and associated structures maintain their integrity during structural changes

BMC Software is bringing Swiss levels of precision and data quality to one of Switzerland's leading insurance providers. Using an integrated blend of DB2 tools, CONCORDIA is diagnosing application performance and quality problems before they impact the production environment. As a result, the company's 665,000 customers can trade with CONCORDIA safe in the knowledge their policies are always accurate and to the highest standard of quality.

A TOP FIVE SWISS HEALTH INSURANCE COMPANY

CONCORDIA AG is one of Switzerland's top five health insurance companies. Founded in Zug in 1913, CONCORDIA now has 1,000 employees servicing 665,000 customers. The company offers both basic compulsory health insurance as well as additional health policies. It also provides accident, travel, and sickness benefit coverage.

Eight years on, it would be natural to assume that the Year 2000 (Y2K) issue was dead and buried. But its repercussions rumble on. To understand the nature of the problem facing CONCORDIA, it's necessary to reach back into the last century. In 1999, as part of a Y2K project, the company considered migrating its core insurance applications from the company's zOS platform to a UNIX environment. The project stalled, but — conscious of the need to tackle the looming Y2K threat — the company introduced a date bridge into its core application, thereby leapfrogging the Y2K issue. The reason for this was that all dates in the applications, including customer records and other core insurance policy information, were stored in numeric fields, not regular date fields.

As part of the Y2K project, old date information was triggered into the new date format by a DB2 trigger mechanism. According to Christoph Gerdes, Bereichsleiter Engineering at CONCORDIA, the fundamental issue was to do with data quality. "The old date format was stored in a number of different ways, with the DB2 trigger changing it to an ISO format," he explains. "We needed to check to see if the trigger worked properly and ensure the data quality was sufficiently strong."

But accessing and analyzing log data like this typically requires complex programming to locate and correct specific transaction errors. Writing recovery programs is also potentially time consuming, costly, and might have impeded progress on the company's critical development projects. The worst scenario? An incorrectly stored date might lead to false contract information, causing wrong and inappropriate actions – and ultimately decreased business availability. Having an absolutely error free database in production is the most important aspect for CONCORDIA.

A UNIQUE SOLUTION

The BMC Log Master for DB2 data integrity solution was deployed by CONCORDIA because, "the product is unique — no-one else had a comparable product," says Gerdes. The company is using BMC Log Master for DB2 to analyze the date-related transactions using reports and SQL statements generated from the information in the logs.

Gerdes explains how BMC Log Master for DB2 works. "Every hour we have an automated, self-programmed process in place which checks the database for date columns. BMC Log Master extracts all the entries from the DB2 log with insertions and updates. That way we can compare the 'before and after' scenario. We have the two views of the date columns side-by-side for comparison. With BMC Log Master for DB2, we now have a fast, accurate solution. Most importantly, we now benefit from 100 percent data quality."

CONCORDIA's BMC environment also includes BMC APPTUNE for DB2 — integrated directly with BMC Log Master for DB2. The solution is being used to pinpoint and identify that the DB2 date triggers are working correctly. Every 30 minutes, BMC APPTUNE for DB2 verifies whether there are any SQL error codes. It provides accurate information on SQL statement performance and DB2 object performance characteristics, without absorbing significant resources to gather the information. If there is an error in the transaction, then BMC Log Master for DB2 automatically kicks in to verify whether the date is synchronized.

"BMC APPTUNE for DB2 is an important ingredient in ensuring our data is of the right quality. By identifying SQL statements, the solution is helping to maximize SQL statement and DB2 object efficiency, thereby improving application and overall system performance," says Gerdes.

The BMC trilogy at CONCORDIA is completed by BMC CHANGE MANAGER for DB2. CONCORDIA's environment is relatively complex, comprising a production installation and seven development environments. A significant number of projects run in parallel, and there is limited opportunity for introducing new DB2 database definitions and structures into production without errors occurring — particularly when performed across subsystems. But the need remains.

MANAGE STRUCTURAL CHANGES ACROSS DB2

CONCORDIA is using BMC CHANGE MANAGER for DB2 to manage structural changes across the DB2 subsystems and bring fresh, new systems into production quickly and to the highest standard of quality. An extensive error-checking facility ensures that the data and associated structures maintain their integrity during structural changes. Moreover, the automation that BMC CHANGE MANAGER provides — along with its ease of use and speed — ensures that CONCORDIA's critical data is continually available.

"BMC CHANGE MANAGER for DB2 is helping CONCORDIA to migrate changes across the insurance organization while preserving local variations of application instances," says Gerdes. "It is also playing a pivotal role in ensuring integrity and improving quality with its extensive error-checking facility."

DB2 has never looked this good. Using the integrated BMC Software solution for the DB2 environment, this leading Swiss insurance business is benefiting from enhanced data quality, secure data consistency, and improved productivity. "If there had been a problem with switching dates between the old and the new system, it would potentially have impacted our online production. The BMC toolset gives CONCORDIA the opportunity to analyze problems before they have the chance to impact operations. The result being our customers can trade with CONCORDIA safe in the knowledge their policies are always accurate and to the highest standard of quality."

"With BMC Log Master for DB2, we now have a fast, accurate solution. Most importantly, we now benefit from 100 percent data quality."

Christoph Gerdes
Bereichsleiter Engineering
CONCORDIA

Key Products Used

- > BMC Log Master for DB2
- > BMC APPTUNE for DB2
- > BMC CHANGE MANAGER for DB2

About CONCORDIA

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About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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