

# CASE STUDY

BMC Control-M Implementation  
at Major Insurance Company



## Project Overview:

Major insurance company having one of the core values as Customer First was looking for a solution that would help them in managing customer information, faster and precise responses to their stakeholders. The thought process behind looking for solution implementation was to get in business process automation and concentrate more on daily business and customer services.

## Business Challenges:

Holding a stake of 15% in the capital stand and looking for increasing it to more than 25% for financial year 2013 organization had to concentrate on improving their operations by seamless integration of business with IT. Organization had more than 70% of the business process initiation and operations being handled by third party vendors. There were many challenges meeting the core values of the organization, Integrity, Customer First, Boundary-less, Ownership and Passion for Managing Data, Customer Information and their responses. Reduce utilization of business experts in managing IT operations and concentrating more on customer centric i.e. towards core business values.

## Solution:

To understand the pain areas and business value to be brought into operations, Vyom Labs came up with proposing Java and VB scripts for coding business logic and automating the workflow through BMC Control-M.

### 1. Business Process Automation: Control-M

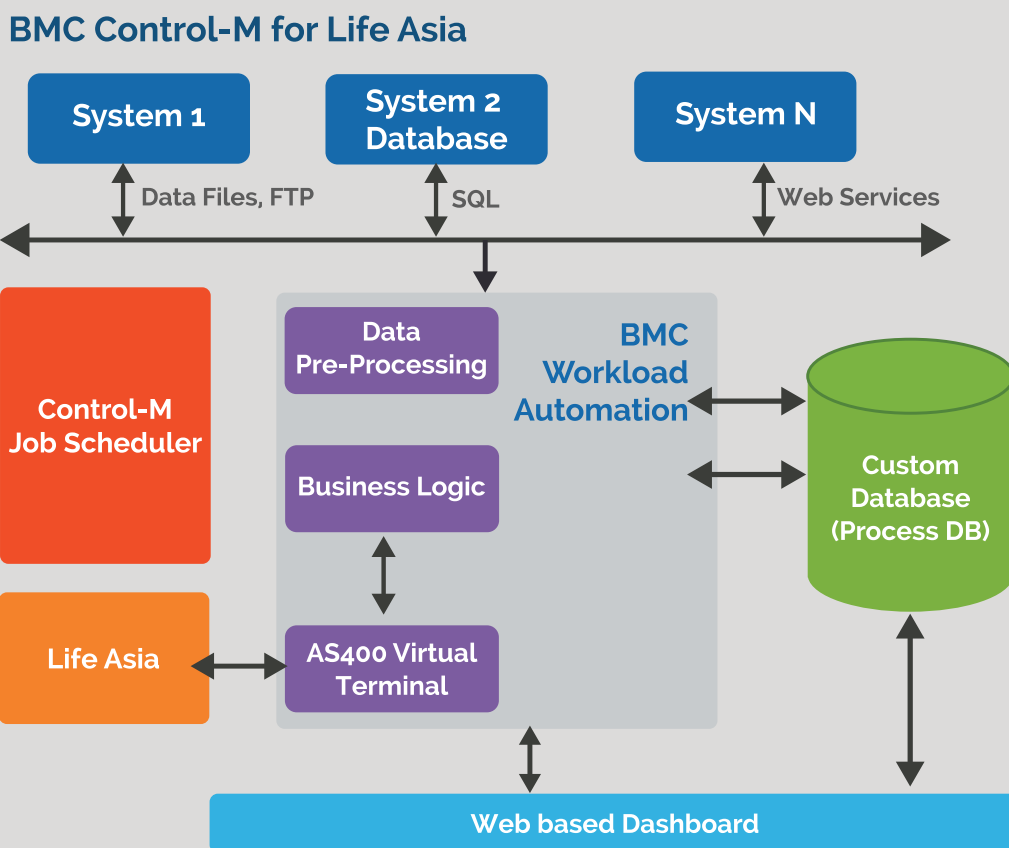
- Database Module
- Business Process Automation
- Advance File Transfer
- Virtual Terminal Module

### 2. Business Process Configuration

- VB scripting
- Java

### 3. Reports

- BMC Control-M
  - Audit
  - SLA
  - Batch Job Status
- Vyom Labs
  - Vyom Labs Dashboard



## Component Overview

### BMC Control-M Advance File Transfer Module:

- Define scheduling criteria for file transfer jobs for transferring unprocessed data to Control-M for processing
- Use job processing definitions to submit file transfer jobs
- Monitor and manage file transfer jobs that were submitted by CONTROL-M
- Transfer files using a secure (with or without compression) file transfer protocol
- Use a single job to transfer files (\*.csv, \*.xls, \*.sql) between any two host computers at your site that are running a file transfer server
- Transfer one or more files, or an entire directory, with the option of including all subdirectories
- Provide statistical information and log data for monitored file transfer jobs

### Control-M Workload Processing

- Filter valid records for the current date processing
- Applying business rule to filtered data
- Update processed information to custom database with intelligent remarks
- Punching processed data and business remarks to Life Asia
- Implicitly performing re-processing of unprocessed data and business modified rules

## Custom Database

- De-normalized and intelligent information format to faster processing
- Information format is to provide precise information for Insurance Sector rather than Information Technology
- Assisting in reprocessing of unprocessed information
- Managing information for assisting report generation and providing report to IRDA

NAV:Total															
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2	11979129	DH0010302	null	null	null	null	null	14/02/2013	null	RM	null	null	null	12.53.0	NULL
3	11979130	DH0010402	null	null	null	null	null	14/02/2013	null	RM	null	null	null	12.53.0	NULL
4	11977989	DH0010409	null	null	null	null	null	14/02/2013	null	RM	null	null	null	12.52.1	NULL
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## Dashboard

- Providing significant reports to business team for processed and unprocessed information
- Interactive and actively assisting information update
- Intelligence for providing required or expected information to business processes
- Facilitates auto pre-processing of unprocessed cases for business processes

vyomlabs															
Aligning IT with Business															
Welcome PRU   Logout															
Refresh Back Home															
Process Title															
Life Claim															
NAV															
Health Claim															
Death Claim															
Accidental Claim															
Term Claim															
Medical Claim															
Family Saver															
NAV:Processed															
SNo.	REQ_ID	App_no	ProductType	AreaCode	BankCode	CapDecision	CapIDN	CapIDUK	CapLink	SeqFlow	BillingFq	Pay_Type	Premium	submit_date	CTRM_REMARK
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2	11979129	DH0010302	null	null	null	null	null	14/02/2013	null	RM	null	null	null	12.53.0	NULL
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4	11977989	DH0010409	null	null	null	null	null	14/02/2013	null	RM	null	null	null	12.52.1	NULL
5	11978113	DH0010507	null	null	null	null	null	14/02/2013	null	RM	null	null	null	06.56.3	NULL
6	11977990	DH0010608	null	null	null	null	null	14/02/2013	null	RM	null	null	null	12.52.1	NULL

## Efficiency Achieved

- Multifold improved performance of end to end business processing
- High Performance: Providing inputs for identifying inderepencies in random number generation for policy creations
- Automated 10,000+ tasks in a day
- Higher QA Scores: Improving time to respond to customer within 24 hours
- Improved Quality: Assisting business to get aligned with IRDA compliance policies

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