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Case Study

ATHORA

Mainframe migration helps Athora fulfill its company mission

Do what matters

Business situation

Athora (formerly VIVAT) encompasses multiple insurance brands (including Reaal Dier & Zorg, Zwitserleven, Reaal, Route-Mobiel and Zelf) and a sustainable asset manager (ACTIAM).

The brands that have been united in Athora have been helping customers to become more financially self-reliant for 150 years. Education and solidarity have always been key concepts, and today Athora is still a reliable insurer with a social conscience.

It is Athora's mission to deliver advanced and smart solutions to customers in a customized and simple way. Athora leverages state-of-the art technologies, excels in efficient business processes and fosters an agile culture where customer service improves continuously and employees grow.

Over the past decades, Athora had developed its core insurance systems using the Unisys EAE/LINC programming language running on Unisys Libra 690 mainframes. Over time, the organization found that this environment burdened it with high cost and limited flexibility.

In the highly competitive and fast-changing insurance market, innovation power and process efficiency is crucial in keeping and gaining market share. Therefore, Athora decided to look for an alternative solution.

Athora thoroughly investigated the various different options, including Unisys AB Suite, migrating to a standard package and outsourcing application maintenance and system operations. The key decision criteria included business continuity, risk, impact on the organization, future readiness, flexibility and cost. Proven experience (i.e. manageable risk) closely tied with immediate cost reduction, as well as the fact that the new environment would provide an efficient and future-proof platform for innovation and growth, made Althora decide on Avanade's Migration Technology (AMT) solution using TCS as an integration partner.

"Avanade proved to be the supplier of the necessary tools and knowledge for this kind of migration," says Marcel van de Lustgraaf, managing ICT director at Athora. "Besides that, they also take full responsibility and ownership in the project and act as a true partner for Athora."

Solution

15 different applications, of which eight are business critical, were migrated. These applications included key business functionalities like customer information, individual life policies, P&C policies, account receivables, credit management, output management and more. In total, 5.3 million lines of code were migrated. The system also used some Algol, Cobol85 and 10023 WFL programs, as well as several FTP and MQ interfaces.

"Migrating old systems certainly brings some surprises. The dedication, pragmatic attitude and the professional approach of strategic project partners Avanade and TEC, along with Avanade's solutions and technical knowledge, were at the core of the project's success."
– Rob Nieuweboer
Agile Project Leader, Athora

"In the beginning of the project, we invested a lot of time in the collaboration with Avanade and TCS, says Sander Nienkemper, IT manager, individual life at Athora. "We spoke about responsibilities, expectations, process and governance. We tested all these aspects before the start of the first migration tests. This gave us a lot of insights in the capabilities of our strategic partners. It felt like one organization with one goal".

Results

The migration project was completed successfully. All goals were achieved on time and within budget. The results were very positive, including:

- 70% reduction of infrastructure and operational cost
- Same or better performance compared to old system
- Increased user satisfaction
- Increased ability to automate IT work
- Future-proof system based on Microsoft technology
- Increased ability to innovate and integrate flexibility

"With the outcome of this project, we've achieved our goals within time, budget and quality for the business and IT. So, we are very happy to have Avanade and TCS as strategic partners in this migration project. It felt as one organization with one goal."

– Sander Nienkemper
IT Manager, Individual Life, Athora

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NOTE: This story describes work that was completed by Asysco, which was acquired by Avanade in November 2022.

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About Avanade
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