

# Groupe Mutuel puts a premium on business flexibility by redesigning its core processes

IBM



## *Groupe Mutuel*

Based in Martigny, Switzerland, [Groupe Mutuel](#) provides a wide range of insurance services to more than one million customers representing 1.8 million insurance contracts. The company, made up of 14 loosely coupled business units, is one of the largest health insurance providers in Switzerland. It employs a total of 1,300 staff in 7 principal offices and 30 subsidiaries.

*“Our unique business model has been a big part of our rapid growth and success. By making our systems and business processes more flexible, IBM has helped us to evolve that business model to make Groupe Mutuel a stronger and more adaptable competitor.”*

Pierre Marcel Revaz  
CEO and Founder  
Groupe Mutuel

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## Highlights

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**Optimized core processes:** Groupe Mutuel fully capitalized on the changing market landscape through a series of successful acquisitions. Groupe Mutuel’s new SOA enables the optimization of core processes and helps operational efficiency to catch up with the rapid growth of the company.

**Increased customer satisfaction:** Optimized core processes and operational efficiency increase customer satisfaction and retention through reduction in re-enrollment and claims cycle time and improve the cross-selling and proactive customer management capabilities through a portfolio view of the customer.

**Enhanced competitiveness:** The most important aspect of Groupe Mutuel’s work with IBM is that it makes a good business model even better. While Groupe Mutuel can continue to leverage the local market strengths of its individual units, the fact that it can do so on a foundation of flexible, standardized and lower-cost processes makes the company much more competitive.

## The client challenge

To enhance competitive advantage in the Swiss health insurance market, Groupe Mutuel needed to become more flexible and cost efficient, but without changing the decentralized structure which is a pillar of its business model. In the words of Pierre Marcel Revaz, CEO and Founder of Groupe Mutuel, "our key challenge was to federate all of our units' systems for efficiency while continuing to maintain our separate brands for competitive purposes in each part of Switzerland."

Groupe Mutuel's plan for addressing these requirements had two parts. First, it sought to create a common set of business processes in these areas that could be used across all units. Second, Groupe Mutuel aimed to redesign its IT infrastructure to deliver the flexibility and IT asset reusability it would need to create the common business processes it envisioned.

## The solution

Groupe Mutuel engaged [IBM Global Business Services](#) to lead its corps of internal business process experts and analysts through the [IBM Component Business Modeling \(CBM\)](#) methodology, a framework that breaks a client's organization into logical groupings of people, process and technology called 'components', enabling the alignment of business strategies, processes and underlying technology.

Using the CBM as a roadmap, IBM Global Business Services helped Groupe Mutuel redesign and rebuild its core infrastructure with [SOA capabilities](#), principally the ability to create a layer of abstracted services that can be easily reassembled or redeployed in any of the company's operations with little to no integration effort. The main enabler of this capability is [IBM WebSphere Enterprise Service Bus \(ESB\)](#), which simplifies connectivity between Groupe Mutuel's backend systems. At the hardware level, Groupe Mutuel consolidated a large number of its existing servers with [IBM BladeCenter HS20](#) blade servers and a pair of IBM System p5 595 servers; the latter run its new core applications and employ IBM High-Availability Cluster Multiprocessing software to manage additional partitions and memory to support Groupe Mutuel's ongoing rapid growth. The company's older applications run on two IBM System i 595 servers, while storage is handled by IBM TotalStorage 3500 Tape Library devices and the DS8000 that are connected to servers via IBM SAN Switches.

## Benefits

- Reduction in operational costs through the standardization of backend processes
- Reduction in the time and cost of integrating new acquisitions via SOA-based integration
- Reduction in time to market with new insurance products and in time required to comply with changing regulations

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