

IBM Insurance Property and Casualty Content Pack for WebSphere Business Services Fabric, Version 6.1

Highlights

- **Accelerates development of composite business applications with pre-built assets based on insurance Property & Casualty (P&C) standards**
- **Helps decrease cost of development and maintenance by simplifying interoperability across disparate insurance applications**
- **Supports custom configurations to match your unique business processes**

Property and Casualty (P&C) insurers face a tough competitive environment where price, product and commission rates are rapidly diminishing differentiators. At the same time, agent and customer serviceability is becoming key to increased revenue and market share. Unfortunately, insurers face aging and inflexible IT infrastructures, which restrict insurer agility in responding to changing market needs and mounting competitive pressures. As a result, insurers are being labeled as hard to do business with, suffer from weakened brand perception, and loss of market share.

Service oriented architecture (SOA) provides a more flexible infrastructure to map business functions to software components. IBM WebSphere® Business Services Fabric is a comprehensive SOA offering that extends IBM's Business Process Management platform to assemble and manage Composite Business Applications. It uses business services, which are discrete building blocks of business functionality, as the primary element of reuse across multiple business processes and applications. The IBM Insurance P&C Content Pack contains prebuilt SOA content and integrates seamlessly with WebSphere Business Services Fabric to help accelerate the development of insurance P&C-based Composite Business Applications.

Providing standards-based Insurance P&C SOA assets

The IBM Insurance P&C Content Pack supports P&C processes using assets based on industry standards from the Association for Cooperative Operations Research and Development (ACORD), eEG7 (European e-Business Expert Group for Insurance) and the IBM Insurance Application Architecture (IAA). The following assets are included in the IBM Insurance P&C Content Pack:

- *Capability & process maps – insurance P&C-specific capability and process decompositions enable top-down visibility into the business; based on insurance P&C best practices*
- *Reference business services templates – P&C-specific business services definitions, associated Web services and metadata such as roles, channels, assertions and sample policies*
- *Business glossary – a common vocabulary of P&C terms based on ACORD P&C standards, eEG7 SMILe data model and IAA business-object model*
- *Business object model – insurance P&C-specific business object models based on ACORD P&C Standards and eEG7 SMILe data model; represent logical data models*
- *Service interfaces – insurance P&C-specific schemas and Web service interfaces based on a subset of the Interface Design Model (IDM) component of IAA*
- *Common services – commonly used service implementations based on ACORD P&C standards to enable functions such as validation, bulking and transformation*
- *Knowledge assets – documentation and sample implementation scenarios to assist in the consumption and extension of the assets included in the content pack*

Following is a sample list of assets included in the Insurance P&C Pack.

Insurance P&C reference business services templates

- Adjudicate Claim
- Billing Inquiry
- Cancel Policy
- Consolidate Billing
- Endorse Policy
- Manage Claims Reserves
- Pay Commissions
- Pay Premium
- Record Quote
- Record Claim
- Reinstate Policy
- Process Reinsurance
- Risk Pre-qualification

Insurance P&C service interfaces

- Activate Insurance Policy
- Adjust Claim Benefit
- Analyze Injuries
- Determine Acceptability of Risk
- Determine Claim Report Requirements
- Establish Customer Contact
- Issue Notice of Payment Due
- Modify Intermediary on Policy
- Notify Claimant
- Record Billing Details
- Release Commission
- Suspend Application

Insurance P&C business glossary

- ACORD P&C Standards Terms
- IAA BOM Business Terms
- eEG7 SMILe Data Model

Insurance P&C business object model

- ACORD P&C Standards
- eEG7 SMILe Data Model

Banking payments common services

- ACORD Bulking Service
- ACORD Reject Repair Service
- ACORD Validation Service
- IVANS Channel Service
- ACORD-HRXML Credit Verification

Increasing flexibility and simplifying interoperability

The assets within the IBM Insurance P&C Content Pack can help you design more flexible and agile P&C processes like New Business, Policy Life cycle, Claims Life cycle and Distribution Management. Furthermore, WebSphere Business Services Fabric enables ongoing, easier and less costly process maintenance through increased levels of service reuse. Specifically, these prebuilt SOA accelerators can help you to:

- *Minimize the efforts required to identify, design and develop your own business services across Insurance P&C business processes.*
- *Extend and transform historically siloed applications to accelerate the deployment of new Insurance P&C products and services.*
- *Decrease modernization and maintenance costs through increased reuse, consistency and reliability of IT assets by using Insurance and Web services standards.*

- *Simplify interoperability across disparate insurance applications based on P&C standards and customer-specific models.*
- *Expose existing SOA assets to predefined reference business-services templates.*

Offering an open and customizable solution

The IBM Insurance P&C Content Pack is extensible and open for configuration and customization based on your organization's key business processes. With WebSphere Business Services Fabric, your company can optimize its business processes and maximize its efforts to provide additional value to your customers and partners.

For more information

To learn more about IBM WebSphere Business Services Fabric software and its system requirements, visit:

ibm.com/software/integration/wbsf



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