

We wish we had your problems!

Wiener Städtische is one of the leading insurance groups in Austria. Proceeding from the groundwork of Austrian identity, Wiener Städtische is now rapidly building-up the foreign business. As central European insurers, Wiener Städtische has direct and indirect stockholdings, as well as cooperation partners, in Germany, Hungary, Italy, Croatia, Liechtenstein, Poland, Romania, Slovakia, and the Czech Republic.



Wiener Städtische was established in 1824. This means more than 175 years of experience and success. As a composite insurance company, Wiener Städtische offers a broad range of products and services tailored to the requirements of all their customers - from private customers to business customers and public institutions.

Metropolitan Datenservicegesellschaft m.b.H, located in Vienna, Austria, is a 100% subsidiary of the Wiener Städtische and manages all data processing requirements of the large Austrian insurance company. Almost 340 employees develop and maintain the future oriented and innovative solutions for the national and international customers.

The OS390 based Mainframe systems are facing a mostly WINDOWS driven environment at the client side. In addition to modern Intranet solutions, the field workers of the insurance company and the independent insurance agencies use the Internet to connect to the operative applications. tcACCESS plays an important role in this scenario.

For almost 10 years now, Wiener Städtische has been using tcACCESS. It all started when the insurance company was looking for an intelligent solution to manage the numerous file transfers.

tcACCESS from B.O.S. was the product of choice because it met all the requirements of Wiener Städtische.

Today, the insurance company uses tcACCESS as a strategic integration component within the scope of project *Smile*. "*Smile* allows our internal and external employees and partners to use a state-of-the-art graphical user interface to retrieve and process contract information", Gerhard Eggenreich, Application Developer of Metropolitan explains the implemented solution. "The end user uses a PC or a Browser to start complex processes on the Mainframe." The goal of project *Smile* was to make the host based processes, which have been developed over the years, available to the end users without any

limitations. "This was a real challenge for us and without tcACCESS extremely difficult to implement" Gerhard Eggenreich remembers. Besides the security considerations, an interface had to be conceptualized and developed between the PC based applications (VisualBasic 6.0 and MS-ACCESS) and the different Mainframe data sources (IMS, DB2, sequential files, Libraries) as well as the existing business logic which was part of the already available Mainframe applications. "tcACCESS was the optimum solution for us. The API of tcACCESS provided by B.O.S. was the driving force to pass the necessary parameter information from the PC applications directly to the tcACCESS Mainframe component. This component then passes the parameter to the existing programs by using the desired structures." Clemens Huber, Application Developer at Metropolitan, summarizes the architecture used by project *Smile*. "The performance of the new application was top priority and of central importance to us. Only the relevant raw data had to be sent over the network and even more important, we still wanted to continue using our existing mainframe programs. This was the main reason why we decided to use the low-level communication provided by the API", Gerhard Eggenreich describes the development objective for project *Smile*.

Additional development for *Smile* is on the To-Do list. There are considerations to also make the application available on mobile devices such as Pocket PCs and PDAs. "We plan to use the modern technologies and media. With tcACCESS and B.O.S. as our partner we're on the safe side" Gerhard Eggenreich summarizes the positive experiences.

