

EASY SOFTWARE SUCCESS STORY

Provinzial NordWest/Provinzial NordWest Insurance Group



When the Provinzial NordWest Insurance Group needed a better way to archive, access data and email, **EASY SOFTWARE** provided a solution that **streamlined the process – and reduced costs.**

“The EASY SOFTWARE motto of ‘We Save Time’ has proven to be absolutely true!”

— Alfred Everwin , Provinzial NordWest

PROVINZIAL

EASY SOFTWARE INC.

FACTS IN 60 SECONDS:

ABOUT THE CUSTOMER

- The Provinzial NordWest insurance group: Germany's second largest public insurance company
- Over 7,000 employees
- Over three million customers

THE CHALLENGE

- Relieving the Notes database of data sets not permanently required
- Being able to retrieve wanted information anytime and in a structured manner

THE SOLUTION

- Legally compliant e-mail management
- EASY NOTES: The ideal solution for linking EASY archives to an IBM® Lotus Notes®/ Domino® environment.
- Documents/data: Archived and retrieved directly from Notes

RESULT

- Cost and time savings
- Reducing the server load
- Revision-proof backup

SOFTWARE USED

- EASY NOTES
- EASY ENTERPRISE.x

IMMEDIATE NEEDS:

- Ease the server load
- Archive data sets
- Easily and quickly retrieve archived information at any time
- Future proof and optimize email management system
- Support the Linux infrastructure
- Make minor adjustments to the Lotus Notes mail template
- Cluster capability and scalability
- LDAP support
- Remove duplicates via single instance procedure
- Save Money
- Save Time



**ARCHIVE
THE PAIN.
ACCESS RELIEF.**

Provinzial NordWest needed fast, cost-effective relief from Lotus Notes document archiving and access headaches – the painless solution – **EASY NOTES!**

www.easynotes.us

THE COMPANY: PROVINZIAL NORDWEST

Provinzial NordWest is Germany's second largest public insurance company, and the umbrella organization for a group of three companies providing life insurance and other insurance coverages. The company serves three million customers, has nearly 10 million contracts and provides on-site services through hundreds of offices. **Provinzial NordWest** employs more than 7,000 people and has revenues of more than €3 billion p.a.

THE CHALLENGE:

ENHANCED DATA AND EMAIL ARCHIVING AND ACCESS

In the insurance industry, data drives operations, forming the foundation of everything from risk assessments and policy development to claims management. For Provinzial NordWest, the sheer size and scope of their customer base and policies in force created a critical need for a better way to ease the load on the company's IBM® Lotus Notes® database. The company was looking for a way to ease the server load through a better system for archiving data sets not permanently required. At the same time, they wanted the capability to **easily and quickly retrieve archived information at any time, and in a structured manner.**

Additionally, because Provinzial NordWest is legally required to archive employee emails, they needed a better systems for doing so. At the same time, in anticipation of future growth, the company wanted to future proof and optimize their email management system.

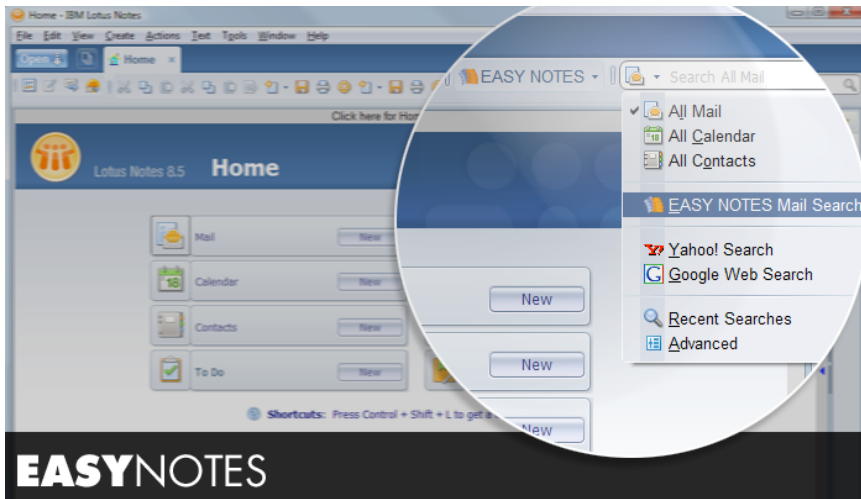
Additional Project Goals

While improving archiving and access capabilities, Provinzial NordWest also wanted to achieve additional project goals, including:

- Supporting the Linux infrastructure
- Minor adjustments to the Lotus Notes mail template
- Cluster capability and scalability
- LDAP support
- Removing duplicates via single instance procedure

THE SOLUTION: EASY ENTERPRISE

Provincial NordWest selected the **EASY ENTERPRISE** product suite for both the system's outstanding archiving and access capabilities, and its added advantages of high flexibility and low complexity. The solution included the **EASY NOTES** data and email management system, powered by the multi-platform-capable **EASY ENTERPRISE.x DMS/Archive server**.



EASY NOTES Data Management

Through **EASY NOTES**, the IBM Lotus Notes/Domino® environment is linked to **EASY ENTERPRISE**. Documents and attachments are directly archived and retrieved from Notes. This eases the load on the Notes database, relieving it of data not permanently required. The database remains organized and clean. And, through the **EASY** full text search engine, archived data is conveniently and rapidly available at any time from Notes. When needed, the archived data is reconverted to a normal Notes document, which can be edited as usual.

EASY NOTES Email Management

EASY NOTES facilitates optimized business processes and communication flow by assuring revision-proof, long-term archiving and smooth, 24-hour access to all business mail items. In addition, the **EASY NOTES** email system removes duplicates via single instance procedure, ensuring that if multiple emails contain the same file attachment, the attachment will be saved only once, with a reference provided elsewhere. This function is made possible by the **EASY ENTERPRISE.x server** which compares email data with data archived via other interfaces -- a consolidation capability that reduces costs by decreasing hardware needs.

The deep integration of **EASY NOTES** with Lotus Notes enables the use of the Domino directory's user administration for **EASY NOTES** configuration -- an advantage that eliminates the need for duplicate user administration and related time and costs. For future updates, the **EASY NOTES** mail database ensures update capability of the default mail template.

THE RESULTS: TIME AND DOLLAR SAVINGS

Through the enhanced archiving and access capabilities provided by **EASY NOTES**, Provincial NordWest has saved both time and money.

- Based on the company's approximately 2000 mailboxes, and the expected doubling of the data volume in these mailboxes each year, it is estimated that the company will save several hundred thousand euros in storage costs alone.
- Additional savings will be generated through increased efficiencies and workforce productivity.
- The company will soon archive other data through the platform, including the integration of mobile users through the **EASY NOTES** Offline function.

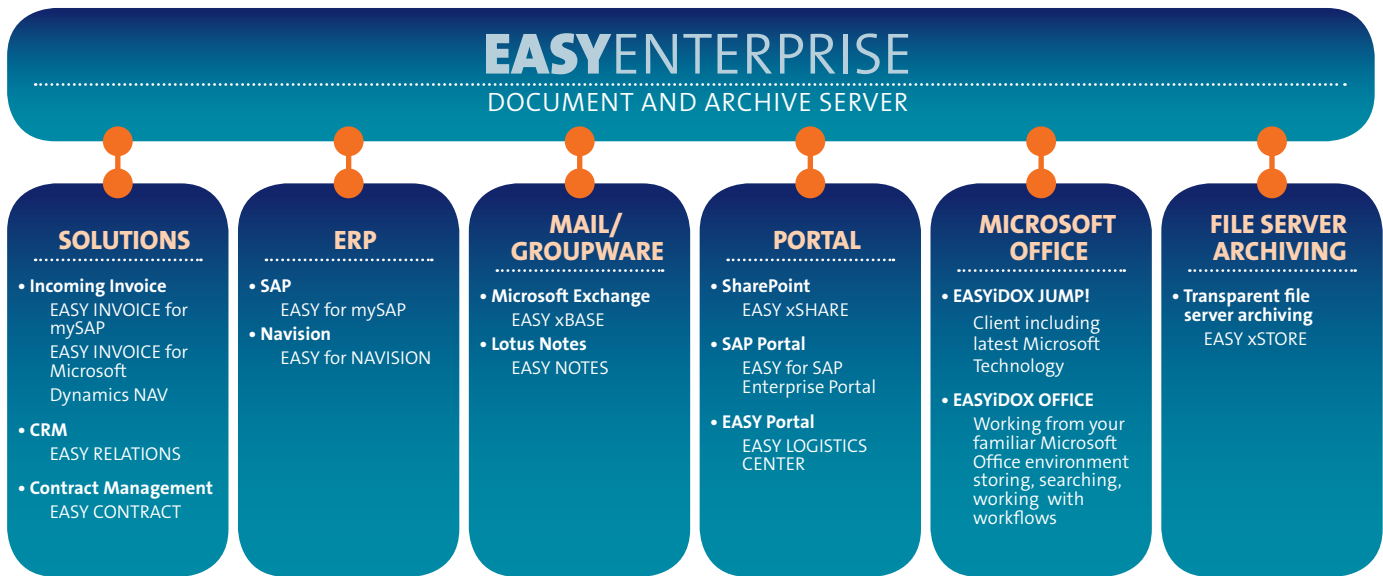
TOTAL CUSTOMER SUPPORT

EASY SOFTWARE provided all facets of support for implementation of the **EASY NOTES** system, from planning to installation, testing, rollout and training of employees.

EASY SOFTWARE INC.

EASY SOFTWARE INC.

As the name suggests, our easy-to-maintain archiving and document management solutions are easy-to-use and intuitive. They are reliable and fit in with any existing IT environment, and can be customized to individual user requirements. **EASY ENTERPRISE** is based on the latest database and Web technology, and is scalable for any business size and any data volume.



EASY ENTERPRISE.x is the next generation software of EASY ARCHIVE/DMS Servers. Delivering exceptional functionality, this new product is a truly scalable, platform-independent solution that offers load-balancing and high availability. EASY ENTERPRISE.x ARCHIVE/DMS Servers support Windows platforms, Linux and other UNIX platforms. EASY ENTERPRISE.x has been designed with minimal administration demands in mind. It has been built to handle huge amounts of documents, and uses fully functional Web-browser clients, including the Java-based, omni-compatible EASYiDOX client.

EASY ENTERPRISE.+ incorporates integrated, seamless archiving and solutions in the native application environment for standard software such as mySAP, Notes or Navision. This segment also includes EASY xBASE (a server-based archive solution for Microsoft Exchange) as well as the Web-based, platform-independent enterprise portal EASY LOGISTICS CENTER including the EASY DOCUMENTS DMS/Workflow solution.

Various client, server and workflow solutions as well as integration with standard ERP, mail and portal systems round off the EASY product suite. In addition, some 100 international software houses have created more interfaces to EASY ENTERPRISE, extending their products with an integrated electronic archiving solution. So legacy system environments need no longer be an impediment for cross-departmental and cross-enterprise cooperation.

CONTACT US:

Visit our web site or give us a call.

Phone: 610.240.9260

Web: www.easysoftware.us

EASY SOFTWARE, INC.

Suite 150

70 E. Swedesford Rd.

Great Valley, PA 19355 USA

Fax: 610.240.9261

Email: info@easysoftware.us