Bienvenue
Welkom

Le **GROUPE P&V** est composé des marques
De **P&V GROEP** bestaat uit de merken **P&V, VIVIUM, ACTEL & ARCES**

Real-time content streams at P&V: the Alfresco foundation architecture for integrated full digital insurance processes

GROUPE P&V GROEP

Agenda

Introduction
- Who we are?
- Who is the P&V group
- Some figures of the P&V group

Package oriented

History of Alfresco at P&V group

Projected Data Volumes

Digital challenges

Technical design details

Issues with the current implementation

Components (old architecture)

ECM Foundation project @ P&V
- One generic data model
- Abstract business logic
- Performance
- Normalise interfaces

Results

GROUPE P&V GROEP

Who we are?

Great to be here

Dominiek Leclercq
Domain Expert
Digital Competence Center

Tom Dewaele
Project Manager
Digital Competence Center

GROUPE P&V GROEP

Who is the P&V group

P&V

1. leading Belgian cooperative insurance company with over a century of history
2. focused on the Belgian market ranking 5th and 6th depending of business lines
3. is active in most lines of business, both for retail and for corporates
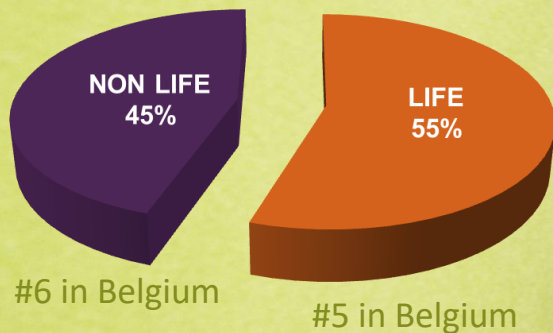
Products are mainly distributed through a network of

1. tied agents (under P&V brand)
2. insurance brokers (under Vivium brand)
3. directly (via Actel / P&V and Actel Affinity)
4. Legal insurance (ARCES)
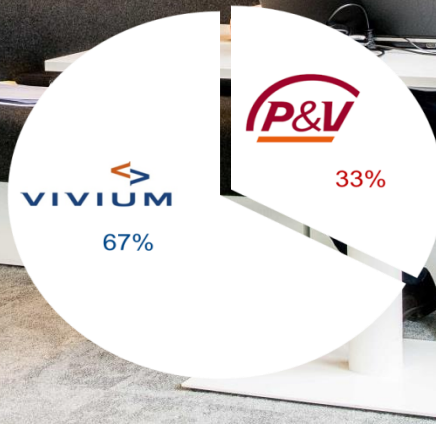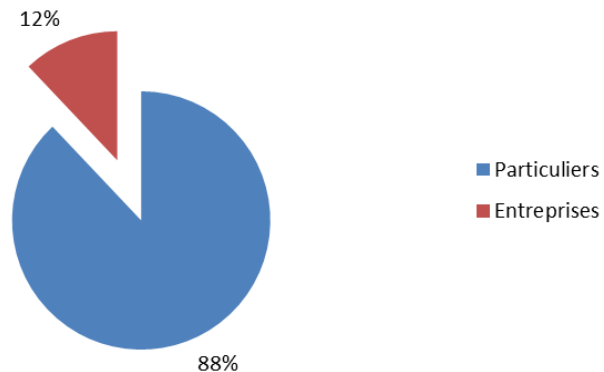
PREMIE P&V GROUP 1,554, 000 (x000EUR)

NON LIFE 45%

LIFE 55%

#6 in Belgium

#5 in Belgium

Balance sheet: 19,2 billion EUR

Numbers 2016

Groupe P&V

12%

88%

- Particuliers
- Entreprises

VIVIUM 67%

P&V 33%

Package oriented
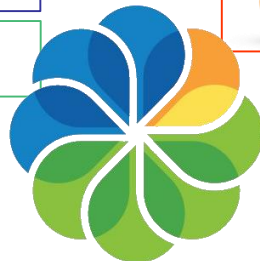
History Alfresco @ P&V group

Operational since summer of 2008
Acquisition of ING Insurance

Post Scanning

    Average 8.000 pages/day

    Peak 15.000 pages/day

Alfresco archive per line of business
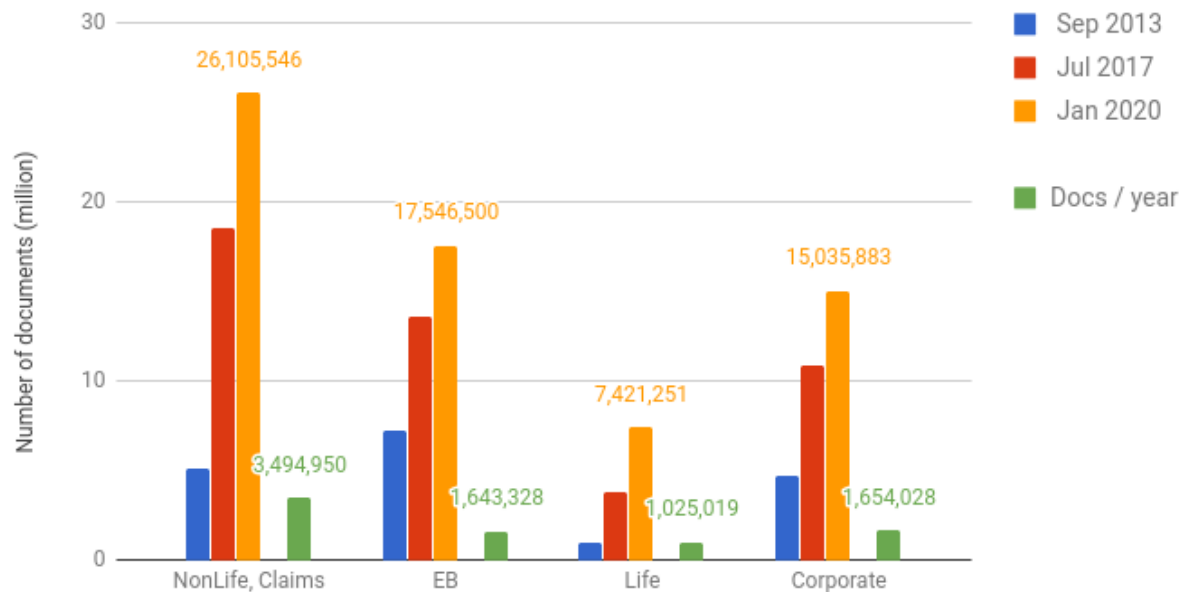
    Non Life

    Life

    Claims

    Employee Benefits

    Common

GROUPE P&V GROEP

Projected Data Volumes

	NonLife, Claims	EB	Life	Corporate
Sep 2013	5,104,656	7,275,698	1,014,885	4,698,209
Jul 2017	18,501,963	13,570,792	3,848,470	10,856,625
Jan 2020	26,105,546	17,546,500	7,421,251	15,035,883
	0	0	0	0
Docs / year	3,494,950	1,643,328	1,025,019	1,654,028

GROUPE P&V GROEP

Digital challenges at P&V group

- From a post scan process towards a pre-scan process
- Usage of Alfresco has been changed from an <u>archiving</u> platform towards an <u>operational</u> platform:
  - Business critical
  - Different SLA
  - High Availability needs
  - Integration with business applications
- Improve performance and robustness
- Reduce TCO
  - Consolidation of the different instance of Alfresco
  - Improved upgrade strategy of Alfresco versions
  - Reduce the operational follow-up of the platform
- Move from a batch oriented platform towards an online platform
  - Real-time upload of documents
  - Real-time consultation
  - Bulk uploads without impact on real-time processes
- Versioning
  - E-signature
- Federated search possibilities
  - 360 view of client
  - Search over operational storage and archive
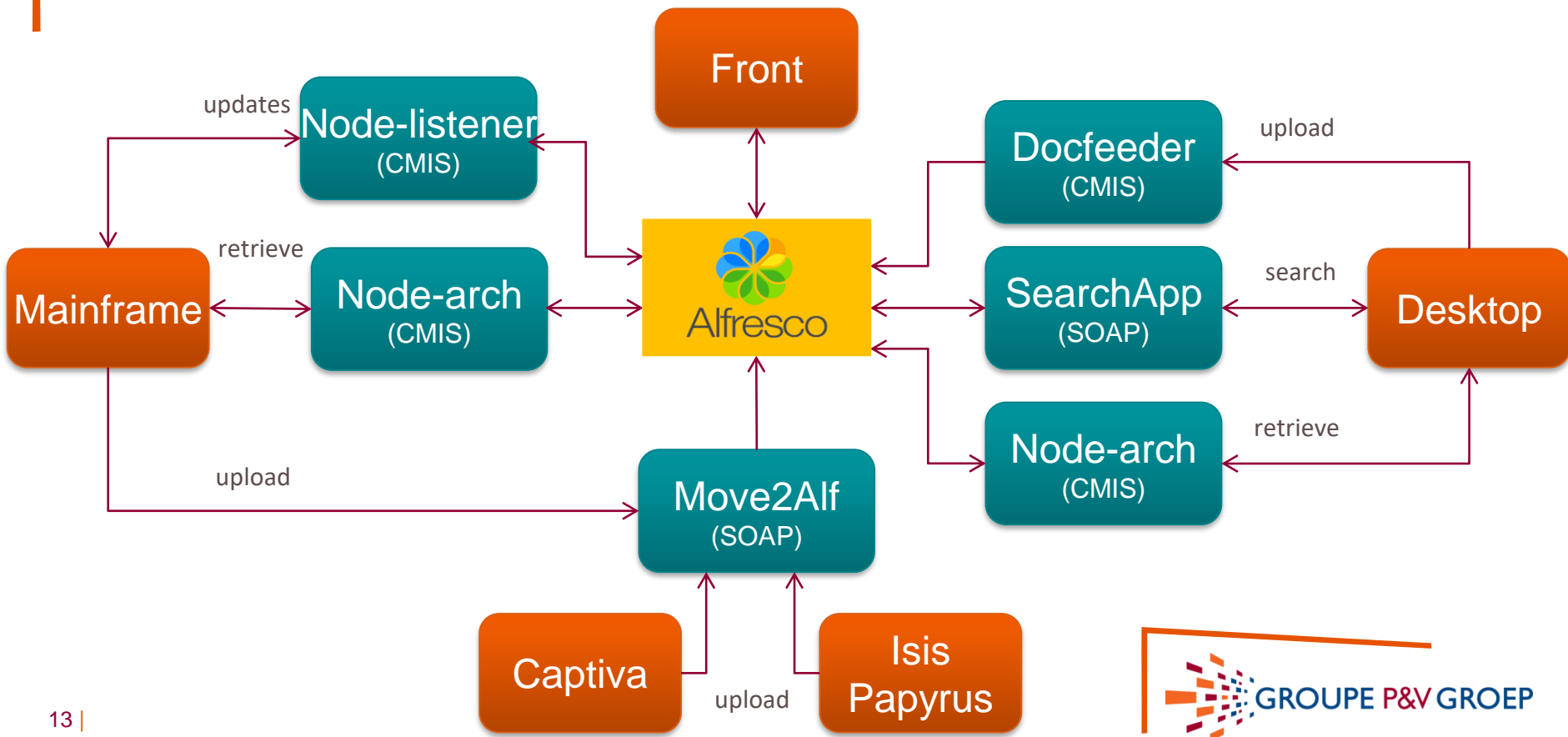
GROUPE P&V GROEP

Technical Design detailed

Issues with the current implementation

- Too many interfaces & protocols used

- Business line oriented

- Use of scheduled batch processing prevent real time processing

- Designed to serve the mainframe (limitations)

- Difficult to keep up with the upgrade cycle of Alfresco

GROUPE P&V GROEP

Components (old architecture)

ECM Foundation project @ P&V

Main focus

- Performance

- Maintainability

Principles

- One generic data model that spans all LoB

- Abstract business logic

- Reduce the number of interfaces

GROUPE P&V GROEP

One generic data model

Alfresco meta data
Creator – modified – modifier – title - description

Company wide meta data
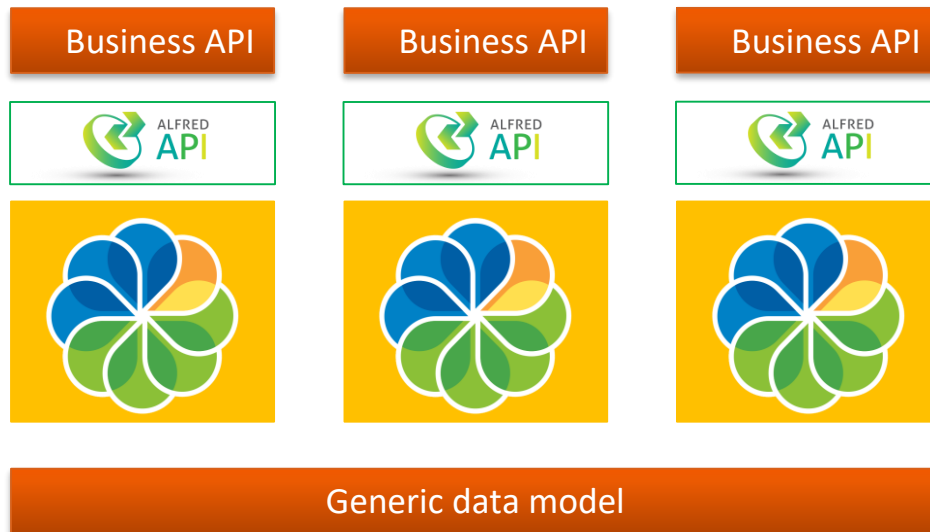Digital signature – medical – fraud – hasOrigin – hasTarget
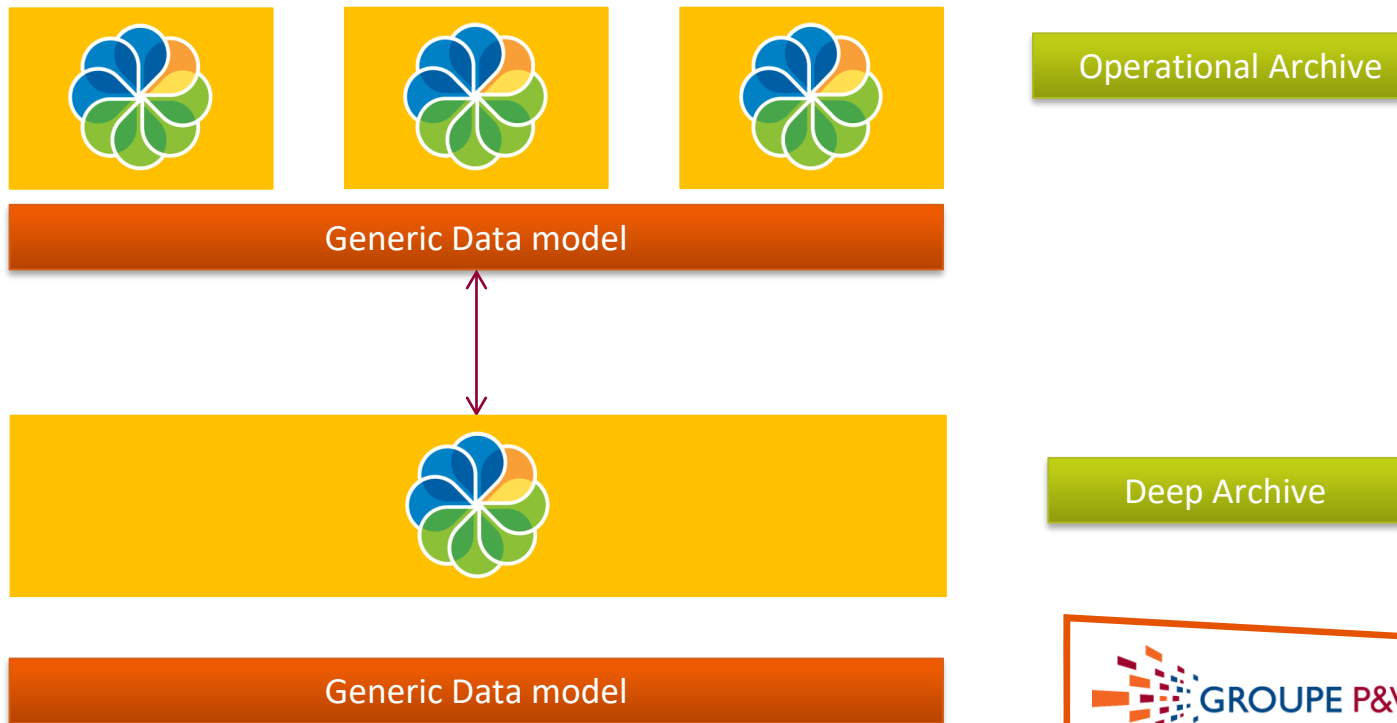
Life | Non-Life | HR | EB | CLAIMS

GROUPE P&V GROEP

Abstract business logic

Performance

Operational Archive

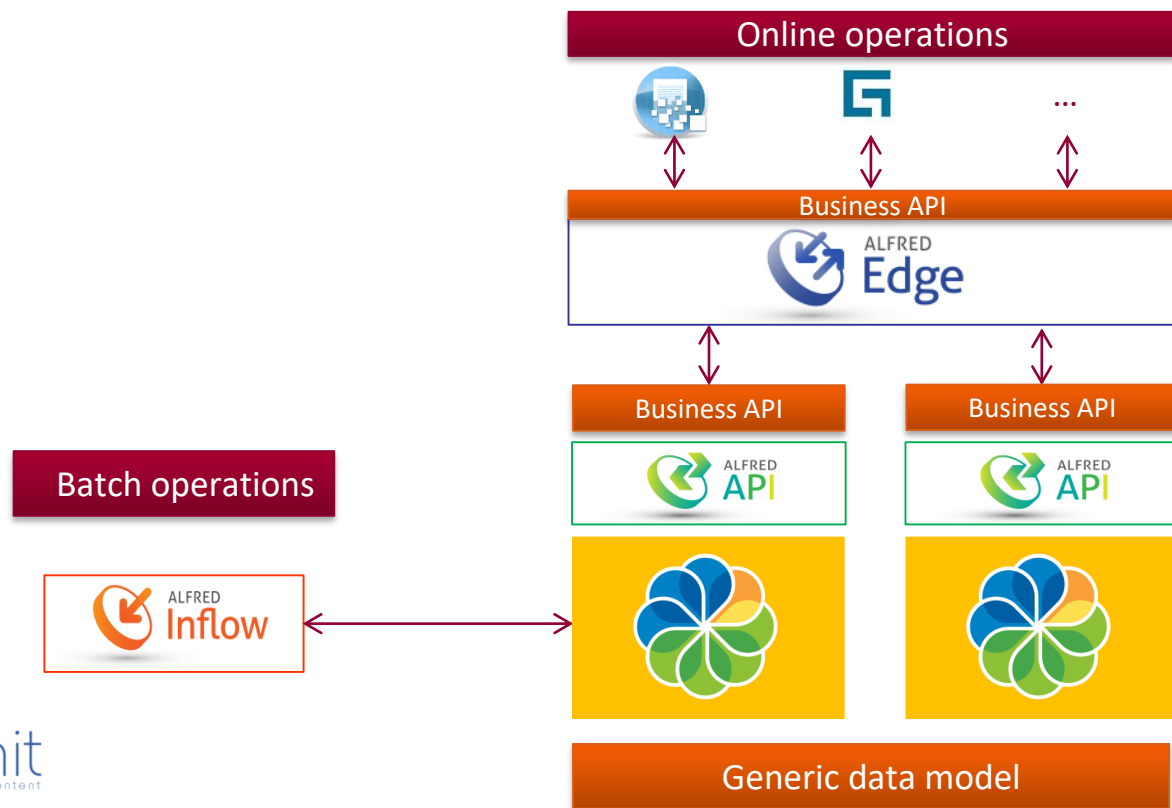Generic Data model

Deep Archive

Generic Data model

GROUPE P&V GROEP

Decouple and simplify access with Edge

Result of the ECM foundation

- Increased time to market
  - Models can evolve easily
- Reduced TCO
  - Only one model to maintain
  - Upgrades to new Alfresco versions
- Online availability

We are ready for our
digital journey

GROUPE P&V GROEP

Thank you for your attention.
More questions?

GROUPE P&V GROEP