

PROVIDING EXCELLENT ONLINE SERVICES IN BUSINESS-TO-BUSINESS RELATIONS

Challenge

Make customers' credit insurance information available in a simple, reliable and secure way, allowing easy and efficient business with Credit Guarantee.

Solution

webMethods EntireX was used to Web-enable the existing application by accessing the legacy mainframe system.

Benefits

- Customers manage their policies directly via the Internet
- Applications for cover are completed online, credit limit decisions are made in seconds instead of the previous average of one working day
- Quick and easy link to the system with no software being loaded onto customers' machines
- No further need to maintain the software on all client machines



Credit Guarantee Insurance Corporation of Africa Limited is a South African underwriting company operating in the field of domestic and export credit insurance. Registered in 1956, Credit Guarantee commenced operations in 1958. Today, Credit Guarantee is the largest, most experienced and most professional credit insurer on the African continent.

Credit Guarantee's unique strength lies in the ability to secure a vast store of information and market intelligence from a network of contacts and to interpret data to support the business of its clients - in both local and international markets.

Get There Faster.™

“webMethods EntireX provided us with a mechanism to enter the e-commerce arena with an advanced and strategic product and at the same time enabled us to maximize our investment in our back-end systems.”

Sandro Vita | General Manager Information Systems | Credit Guarantee

Excellence in customer service

Credit Guarantee, established in 1956, is South Africa’s largest credit insurance company. Offering credit terms to others is a high-risk area for any business. Credit Guarantee helps to limit its clients’ exposure to risk by providing credit insurance. Included in the company’s mission statement is a commitment to providing unrivalled service to its clients. Its Web-enabled application, Cregalink, which uses webMethods EntireX to give customers direct online response to credit limit applications, is helping Credit Guarantee deliver on this promise.

Cregalink is the ‘brainchild’ of Credit Guarantee Executive Director and Chief Operating Officer, Mike Truter. “Through Cregalink, our clients can tap directly into our mainframe computer to transact business with us and obtain vital information needed to run their businesses,” explains Truter. Policy status, credit limit applications and the availability of cover on buyers are all available online.

The application is both a marketing tool for Credit Guarantee’s expanding customer base and a means of adding value for existing clients.

Easing maintenance while improving customer support

The original dial-in Natural system was replaced in 1997. Being more user-friendly with better performance, it became easier for clients to administer their policies.

A major drawback was the software that needed to be installed on the clients’ machines. The solution became costly to maintain, support and upgrade as any software changes needed to be re-installed on all client machines. “There was a limit to the number of systems which Credit Guarantee could realistically support,” says Vivienne Naude, Systems Development Manager at Credit Guarantee.

Web-enabling was the answer and Internet Solutions, an Internet Solution Provider, was tasked with achieving this.

“It is our job to find the best way to integrate with and use legacy systems for an application. As part of our investigative stage of Web-enabling Cregalink, we were informed of the extent of existing code we would need to rewrite to get at the required data. We were also told of a way in which the existing code could be used. Being a developer, I like to get first-hand proof of capabilities of a product and tend not to rely on marketing information. A workshop and some prototyping proved to me that webMethods EntireX was the product we were looking for,” says Graham Oberholzer, Senior Developer and Technical Team Leader for Internet Solutions.

“From a development and programming point of view, we found webMethods EntireX extremely easy to use. Calling a Natural program on a remote host was just as easy as calling a function or program on the local machine. Performance is good and webMethods EntireX’s ability to run more services under heavier load allows for optimal performance tuning,” adds Oberholzer.

The new solution only requires a Web browser to be installed on the users’ machine, thus relieving Credit Guarantee of their former support and maintenance problem. All business logic and data now reside at Credit Guarantee making upgrades and maintenance easy.

Tangible benefits for Credit Guarantee and its customers

webMethods EntireX has facilitated the development of the Web-enabled Cregalink, saving time and effort and allowing Credit Guarantee to re-use its legacy system.

Forty to fifty percent of applications for cover are automatically approved. This split-second response is far quicker than the previous average of one working day.

For a company involved in both domestic and export credit insurance, an added bonus with this Web-enabled solution is that data is available from anywhere in the world.

“Cregalink is strategically very important to Credit Guarantee and gives us a definite competitive advantage. It is a first in credit insurance in South Africa and is certainly on a par with others worldwide,” states Naude.

KEY COMPONENTS

Natural and Adabas were chosen as the platform for reliable application development.

webMethods EntireX provides the gateway between the data on the mainframe and the Web.

Take the next step to get there – faster.

ABOUT SOFTWARE AG

Software AG’s 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers’ goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our forty-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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