



WIN NEW BUSINESS AND LOWER COSTS BY ADOPTING AN SOA PLATFORM

Challenge

Superpartners has been on a quest to win the Australian Retirement Fund (ARF) account for several years. The feedback Superpartners always received was that its business process applications were not able to meet the requirements of ARF's business offering.

Solution

Superpartners deployed the Service Oriented Architecture (SOA) platform of Software AG's webMethods Suite – the leading business infrastructure software – enabling it to quickly integrate with any new client's applications and facilitate real-time dissemination of information across the enterprise.

Benefits

- Winning the ARF account
- 30% – 40% re-use of interfaces and services created
- Reduced maintenance costs and effort to support business change



Established in 1983, Superpartners is an Australian-owned superannuation fund administrator with almost 1,000 employees, 7 offices, 5 million member accounts and more than 340,000 employer accounts. Superpartners provides administrative services such as bulk contribution processing, fund take-ons, benefit processing, insurance and claims management, member communications and the management of member enquiries.

Get There Faster.™

“By adopting an SOA platform from Software AG, we are benefiting from the ability to re-use a number of services. We have already seen 30% – 40% re-use of interfaces and services along with reduced maintenance costs and effort to support business change”

Gary Evans | Chief Information Officer | Superpartners

The Challenge

For some years now, Superpartners has been on a quest to win the Australian Retirement Fund (ARF) account - with more than 600,000 members. While always competitive in the tender process, the feedback Superpartners received was that its business process applications were not able to meet the requirements of ARF's business offering.

“We had been working to win the ARF contract for several years but previously our technology architecture had let us down,” said Gary Evans, CIO Superpartners. “To be competitive we needed to demonstrate a clear strategy moving forward, underpinned by the use of world class technology. This included an integration strategy that would allow new systems to be deployed as required whilst leveraging the existing legacy systems.”

The Solution

In October 2004, Superpartners deployed the Service Oriented Architecture (SOA) platform from Software AG's webMethods Suite - enabling it to quickly integrate with any new client's applications and facilitate real-time dissemination of information across the enterprise.

As the back-end administrator, Superpartners tracks and organizes the transactions initiated by employers and members contributing to or claiming benefits from the fund. With a rapid, 6-month integration project, Superpartners has merged some 600,000 records from the Australian Retirement Fund (ARF) bringing its total number to around 5 million.

The six month project consisted of establishing the funds' records on the core administration system, data confirmation and business rule coding, and making the other applications work off the Oracle database. Implementation of imaging and workflow was also required in a very short time frame, as well as closer integration between the web interfaces and back-end systems.

The Benefits

The ARF win was indication of Superpartners' clear systems integration strategy, which is based on the foundation of Software AG technology. The implementation has allowed a number of back-end systems to interact and provide a complete administration service for the client. To ensure quality control, Superpartners is using several standard monitoring services. Alerts are raised based on whether the numbers of documents in the queues exceed pre-defined acceptable levels.

By adopting an SOA platform from Software AG, Superpartners is benefiting from the ability to re-use a number of services. Predominantly this has meant that Superpartners can expose web services via the integration of applications such as web sites and internal administration systems. Part of the strategy has been to re-purpose components of its existing heritage systems with the aim of reusing them. According to Evans, Superpartners has already seen 30% – 40% re-use of interfaces and services created along with reduced maintenance costs and effort to support business change.

The integration also assists the funds' end-users, allowing them to view their portfolio online, daily estimates of their account balance, regular eNewsletters, and investment changes. These online tools complement the information provided on member statements. The real-time updates of information ensure accurate information to customers and across the enterprise.

“Superpartners was working on a very tight timeline to ‘go live’ with ARF,” said Gary Evans. “Of course, in a project of this size and magnitude, some issues are bound to arise. Software AG's customer service followed through with its delivery. It was quick to identify issues and place knowledgeable people on the ground to resolve them. Additionally, we have been able to demonstrate that the Software AG solution is well

architected to handle the anticipated volumes with plenty of room to grow.”

Due to this successful Software AG project, the IT architecture at Superpartners categorically supports and enhances the business development strategy. “We look forward to developing a longer-term, strategic alliance with Software AG. We now have a solid foundation to leverage capabilities such as Business Activity Monitoring that would be key as we expand into markets and across all our clients that are looking for a provider that truly delivers both quality and economies of scale” Evans concluded.

KEY COMPONENTS

webMethods Enterprise Service Bus

The webMethods Enterprise Service Bus is the enterprise-class foundation for service-based integration of applications and Web services - enabling your SOA.

ABOUT SOFTWARE AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve business results faster by modernizing, automating and improving their IT systems and processes to rapidly build measurable business value and meet changing business demands. Using our solutions, organizations are able to liberate and govern their data, systems, applications, processes and services - achieving new levels of business automation and transparency.

Our industry-leading product portfolio includes best-in-class solutions for managing data, developing and modernizing applications, enabling service oriented architecture, and improving business processes. By combining this proven technology with industry expertise and best practices, our customers improve and differentiate their businesses - faster.

Software AG - Get There Faster

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