



## BizTalk Integration



### BizTalk Server 2006 - Case Study

#### The Summary

Client wanted Integration with RCRM for logging a claim request and integration with Configurator for New Business using a middleware. AG Technologies developed the new ePortal; which was integrated with the client's core system using BizTalk server 2006.

#### The Client

Client was incorporated on 7 April 1988 as a public limited. The company carries out all types of general insurance business under the Insurance Act 1938. It underwrites risks involved in trade and properties and thus provides their security through insurance and reinsurance services. Insurance or risk underwriting of the company covers fire, marine, motor insurance and miscellaneous areas in addition to trade and properties.

#### The Business Requirement

At present the New Business of the client is divided in to four parts Create Customer, Generate Proposal Id, Generate Scroll Id and Generate PolicyID.

It was looking for a middleware solution to integrate business operation within the it's enterprise applications. The first requirement of the client was integration with Configurator for New Business which required creating a proposal for Private Car and Two wheeler policy for an existing customer through the Configurator system. It wanted to develop an ePortal system that would have its own customer userID and wanted the middleware to map the sender userid to the appropriate customer id of the target system while generating the XML request for the destination.

The destinations are .Net based method in Configurator system to create a policy. These methods receive an XML data. The method will accept the status and return the proposal id generated. The ID so generated will be communicated to the system. The Configurator methods will be exposed as a Web Service or through asynchronous messaging.

The second requirement was to create integration with RCRM for logging a claim request. Here the client wanted RCRM to create a Service Request (claim for Motor) with a valid Customer Contact Id and Policy number. This request was to be send through the middleware as an XML. This request would then be routed to the configurator.

#### Project Summary

**Industry:** Insurance

**Client Profile:** Provides all types of general insurance.

**Business Requirement:** Client wanted Integration with RCRM for logging a claim request and integration with Configurator for New Business using a middleware

**Solution:** AG Technologies developed the new ePortal; which was integrated with the client's core system using BizTalk server 2006.

#### Solution Benefit:

- Minimal modification
- Reduced the number of calls made to Configurator
- Improved decision making
- Improved access to information.
- Better response to new business needs.
- Reduction in data redundancies.



## The Solution

AG Technologies developed the new ePortal; which was integrated with the client's core system using BizTalk server 2006. Following is the solution offered for the above two requirements:

**1. Proposal Creation:** AG Technologies created Proposal for Private Car and Two wheeler policy which was done using BizTalk Server 2006 as middleware. The user ID was maintained in the portal. Customer IDs was pregenerated and kept in the configurator. Biztalk mapped the userid so generated with the customer ID information through the mapper.

The solution details for the system were as follows:

- BizTalk received an XML file/Web Request simulating a Channel request. This data contained the RequestId, proposal information and userid.
- XML file had a userid. A table was maintained which mapped the users' id to corresponding customer id. A database call was made inside BizTalk mapper to get the customer id for corresponding user id
- The middleware then generated the message for respective product and send it to MSMQ queue dedicated for the product.
- The Configurator picked up the message from the queue, generate the proposal id. It then writes to response queue. This will be picked up by the middleware and gets the response captured.

**2. RCRM integration:** AG Technologies created BizTalk interaction with Database using SQL Adapter wherein required data was pulled from Custom Table and written to a file.

- Error handling feature of BizTalk was implemented. In case of error like loss of connection to database, failed message was automatically routed to predefined location.
- Business Activity Monitoring (BAM) report was created which enabled user to track number of Claims processed for each city for different channels.

## Technology and Tools:

The solution was built using the following technologies:

- Microsoft Windows Server 2003 Enterprise Edition
- Microsoft BizTalk Server 2006
- ASP.NET with .NET Framework 2.
- Microsoft SQL Server 2005 Enterprise Edition
- Microsoft Visual Studio .NET 2005



# AG Technologies

## The Solution Benefit

- We have reduced the number of calls made to Configurator to bare minimum which will reduce the network traffic.
- Since we move quite a lot of configurator logic to portal, the processing time was reduced and consequently the performance issues related to current configurator was mitigated to some extent.
- Since there is an asynchronous messaging, the processing power on synchronous thread will reduce and help us boost the server performance.
- There is a minimal modification to RCRM system.
- All the activity at middleware is with absolutely no coding.