

## SUCCESS STORY

How a major corporate company integrates its worldwide treasury operations.

**ZFS Zurich Financial Services runs IMS Incentage Middleware Suite**



**ZURICH  
FINANCIAL SERVICES**



Zurich Financial Services (ZFS) is an insurance-based financial services provider with a global network. Key markets are North America and Europe, and core business is insurance - general and life. Zurich has offices in more than 50 countries and employs 62,000 people.

### Summary and background

ZFS uses SAP as their ERP (Enterprise Resource Planning) solution. In 2004 ZFS decided to upgrade their payment processing over SWIFTNet and to use IMS Incentage Middleware Suite for securities processing. Today, ZFS Incentage solutions support the integration of over 20 applications to feed and read its SWIFT traffic over InterAct and FileAct using the SWIFT Alliance product line to connect to the SWIFT network.

### The issue and solution evaluation process

For improving payment and securities processing and for the integration of over 20 applications and the SAP solution, ZFS maintained a list of 9 companies to be taken into consideration as a solution provider, including all well-known suppliers. After an intensive evaluation phase including aspects of tool functionality, stability, architecture, impact on existing applications, user friendliness, track record and references, support, innovation, training, technical feasibility, SWIFT certifications, product and company flexibility, knowledge of the finance and SWIFT world and cost, Incentage was selected as the winner of the tender.

Major aspects from a ZFS perspective were:

- IMS is reliable, secure and provides a clear process overview
- the solution could be implemented without impact on existing systems
- after some initial training, ZFS' own staff could implement the solution
- there was no programming required to implement the solution
- Incentage's staff commanded profound SWIFT payments knowledge
- Incentage is certified by SWIFT with the Financial EAI label

### The solution

IMS Incentage Middleware Suite and ISB Incentage Service Bus bring highest standards compliance without the need to modify existing applications. All SWIFT processes are available to any application as a service, including SEPA and other ISO 20022 related services. The application's service communication is based on its own data dictionary or so called raw data. Standards compliance, validation and maintenance are taken care of in ISB. The bus handles all standard updates, thus eliminating the need to re-program and re-test application interfaces.

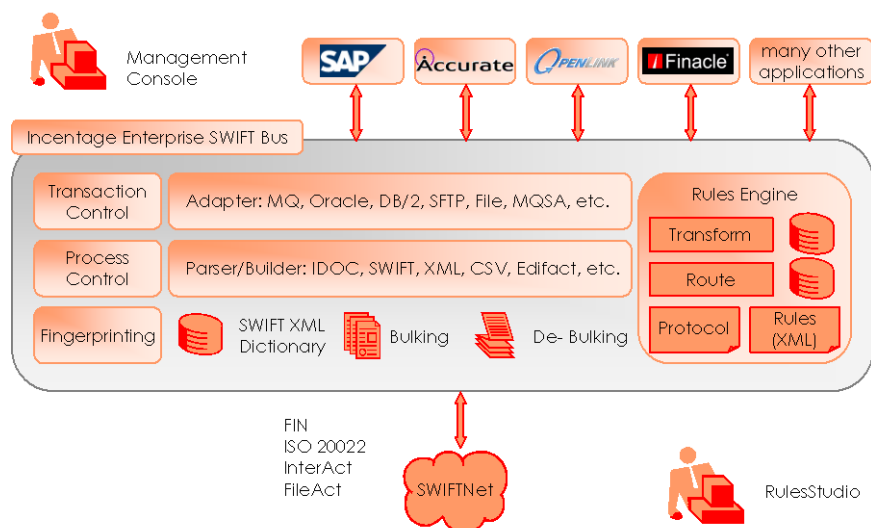


Illustration: Overview over Incentage IMS and ISB solutions at ZFS

### The project

ZFS staff attended a 3-day training session on how to use Incentage tools. During the training ZFS already started the design of their solution. After the training ZFS staff was able to implement and integrate the project internally. With minimal coaching from Incentage experts the project, including IMS and SWIFT, went live just 8 months after starting the project.

Incentage's heavy investment into features such as ease of navigation and automatic generation of documentation of the conversion rules has paid off. As well as facilitating the intuitive entry of rules, the software provides navigation, documentation and automatic comparison of versions of the rules.

ZFS remained in full control of all messaging processes during the project but, even more important, gained comprehensive and global control over all facets of operational messaging, including continuous enhancements and future developments.

### Treasury operations with IMS

ZFS highlights the following key issues of Incentage operations:

- Very stable system with 100% availability
- Top performance, unlimited scalability
- Smooth release upgrades
- Trouble-free SWIFT release changes
- Very user friendly flow maintenance
- Flexibility over expectations
- Full independence from outside resources

**" We are impressed with how quickly we have achieved results. At the end of the short training, we had the basis of our solution. We have been able to finish off the project ourselves with occasional coaching from Incentage experts."**

Rainer Traupel, Project Manager ZFS

### Welcome to the world of financial messaging!

Incentage is a worldwide leader in messaging solutions for the financial services industry. Over 150 clients on all continents are using Incentage solutions. Incentage has a global network of partners and is a SWIFT Partner.

Incentage offers the following solutions:

- IMS Incentage Middleware Suite
  - The message STP guarantor
- ISB Incentage Service Bus
  - The message orchestrator
- IPC Incentage Process Cockpit
  - The message controller
- SWIFT based solutions powered by Incentage : SWIFTNet E & I, Funds, Accord, Proxy Voting and TSU
  - The SWIFT infrastructure integrator
- Incentage Business Solutions: Capital Bus and Message Cockpit
  - The message solution customizer

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- First class and very competent support
- Responsive provider ("A lot of our suggestions have been implemented in later versions in a quality manner")
- Comprehensive application and capabilities ("There is a real run from internal departments to use the Incentage capabilities for other purposes")
- Very low internal and external maintenance costs