AMERICAN NATIONAL INSURANCE COMPANY

Migrating from ImagePlus to Content Manager 8

Challenge

Migrating from IBM ImagePlus to IBM Content Manager 8 can be a problem for organizations that have built applications that interact with ImagePlus and need them to interact with Content Manager in a similar manner.

Solution

Replacing the eCilent and/or pClient with MS Technology's MST Viewer provides a more seemless transition to IBM Content Manager 8 from ImagePlus. Additionally organizations will be able to have customized viewer to meet all their requirements and user needs and more exposed APIs for to connect third-party applications.

Benefits

- Similar Viewer GUI and Features Provided with IBM ImagePlus

- Expanded Exposed APIs

- Enhanced PDF Support

- Scalable

- Customizable Viewer

Background

American National Insurance Company (ANICO) a major American insurance corporation based in Galveston, Texas. The company and its subsidiaries operate in all 50 U.S. states, the District of Columbia, Puerto Rico, and American Samoa. The company offers a wide array of insurance products and services including life insurance, annuities, health insurance, property and casualty insurance, credit insurance, and pension plan services. Today with over $20 Billion in assets and with over 3000 direct employees and thousands of independent agents, ANICO processes over $15 Million in financial transactions each day.

The Challenge

After IBM decided to end its support for ImagePlus, ANICO was forced to migrate to Content Manger version 8. Over the years ANICO developed a number of in-house applications as well as connectors for their third-party applications to interact with ImagePlus and its viewer. After migrating to Content Manager, ANICO attempted to reintegrate their applications, but were unsuccessful after realizing that Content Manager did not provide interfaces in order to connect their applications. Not being able to use their applications with Content Manager greatly reduced productivity and increased internal costs. Additionally, ANICO discovered that frequently they were opening over 50 documents for any given case and the eClient did not affectively handled this very well making it difficult for the user to navigate the documents for each case.

ANICO's Solution

ANICO reached out MS Technology, the developers of the eClient and pClient, for assistance with their Content Manager deployment. ANICO decided to replace the eClient and pClient with the MST Viewer. With the MST Viewer they were able to gain access to a number of interfaces to connect their applications to the viewer including programmatically display, scroll, and navigate documents; additional the feature to print a multiple documents with a single-click of the mouse. In addition to the MST Viewer providing a number of exposed interfaces, it also has a similar user interface to ImagePlus and includes Working Sets, an ImagePlus feature. This allowed for an easier migration for their users with a very minor learning curve with the move to the MST Viewer.

MS Technology also customized the handling of numerous documents based on ANICO's requirements. This enabled users to quickly and easily find documents they needed in order to process the cases.

Results

In addition to providing a viewer that met ANICO's requirements, ANICO was able to provide additional features to their users which further increase productivity. These features include PDF text searching, OCR, and Bookmarks which are not included with the pClient or eClient. Also with MST Viewer's server administration tools, IT admins were able to reduce Content Manager's load on the mainframe by caching the connection objects for each user, which increased overall processing performance.

About MS Technology

MS Technology develops document management imaging solutions for leading organizations ranging from large scale global enterprises, federal and state agencies to small and businesses and local organizations. The MST Viewer™ family of solutions provides significant benefits to organizations looking to expand use of their electronic content management (ECM) suite, consolidate technologies, and increase productivity, while at the same time lowering costs. The MST Viewer combined with IBM Content Manager® 8 introduces new features, functionalities, and usability while reducing the cost of ownership of the entire Information Technology infrastructure.

The IT innovations delivered via a ten year partnership between MS Technology and IBM provide a high-performance product portfolio to enable greater usability of Content Manager 8 with improved functionalities and accessibility. MS Technology portfolio of viewers, converters, and tool kits are very versatile and user-friendly. IBM Content Manager provides enterprise content management solutions that enable organizations to get maximum leverage from their ever growing business data—so they can collaboratively create, manage, deliver and archive the information needed to drive their business.

"I am extremely thankful to the entire MST Team. Their business knowledge, technical expertise and customer service is, in my opinion, simply brilliant." Kelly *M. (Director of Operations).*

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