CUSTOMER PROFILE

The GAN Group

Prominent French insurer replaces legacy system to automate customizable documents

Business overview

The GAN Group is a prominent and profitable French insurance company with approximately 8,000 employees. GAN, which stands for Groupe des Assurances Nationales, prints more than 100 million contracts, tables, statements, correspondence, and invoices per year on 11 Xerox printers within its headquarters in Paris. It also prints documents as needed on several thousand local PCL printers in offices throughout France.

Challenges

GAN used a COBOL program to generate preset forms, which were then printed on various printers. Because of this server-driven, platform-dependent design, the company was unable to create documents that could be customized on the fly by concurrent users. Structured company methodology could not be applied to documents on an enterprise-wide basis because elements of published pages could not be reused. GAN's outdated system prevented it from applying standard formats to commonly used forms, which resulted in documents of inconsistent quality and unprofessional appearance.

The printing process was also awkward and resource consuming for GAN. All printed documents had to be generated from the host COBOL program, which called up forms stored on various printers. Users could not create or update contracts and other forms in real time.

Since GAN tracks and warehouses insurance information for its customers, a variety of GAN employees work with the data, modifying its content and format. The information includes currency amounts, dates of insurance, reference names, and others. Without consistent, standardized formats for documents, the overall appearance of the form was susceptible to change each time data was edited. GAN wanted to limit the changes users could make, while allowing for reasonable customization.

GAN established a set of goals for improvement, particularly the ability to:

- Generate documents for hundreds of different clients/users on the fly
- Produce at least one million pages per month
- Import graphics and other reusable objects onto forms
- Create multiple professional page layouts adhering to company-wide standards
- Enter data for automatic formatting, batching, and printing
- Replace a high-maintenance COBOL system with a platform-independent, client-server system

EMC solution

TTo accomplish its goals, GAN needed to update its COBOL system to a client-server application with advanced document management capabilities. The company assessed many software solutions, including IBM's DCF, CINCOM's MTEXT, and Andersen's CSF and Print Report. The EMC® Document Sciences® solution proved to be the software of choice for GAN. It offered the type of fully integrated dynamic content publishing solution GAN requires for its fast-paced insurance business.

The EMC Document Sciences solution is a powerful and flexible document composition engine that composes variable, personalized business documents, including contract and policy applications. With 100 seats available for concurrent document development, the solution was installed on an IBM MVS host. Today, GAN successfully produces about one million pages per month.

The solution's integrated interoperability addresses GAN's dynamic document publishing needs. EMC Document Sciences software is a logic-driven application with 32-bit capability, encoding for multinational support, advanced page layout functionality, complete composition control, and easy data access and storage. GAN now has a convenient and simple user interface to perform advanced page layout and design within corporate standards.

The solution enables all data, text, and graphical objects to be normalized according to preset business rules and styles. Users can then view documents online and output them to paper, Internet, intranet, or CD-ROM. Complex documents such as contracts can be generated, modified, and published immediately.

Documents produced at GAN with the EMC Document Sciences solution can have long file names for use on different operating systems, including UNIX, DEC, and Windows. GAN uses the software to create documents with style and context independence, multiple output files, arithmetic and system counters, data-driven graphics capabilities, and multiple text and data input formats.

Summary

TThe implementation of EMC Document Sciences' solution at GAN has allowed the company to achieve all of its dynamic content publishing goals. By achieving these goals, several measurable return-on-investment benefits have improved GAN's bottom line, including:

- **Document creation on the fly:** Hundreds of enterprise-wide users can modify and create standardized documents in real time.
- **Industrial production:** GAN now produces about one million pages per month.
- **Reusability:** Because document elements are tagged, all graphics, text objects, and other data are now efficiently reused throughout the company and its branch locations.
- **Professional page layout:** Documents now adhere to company-wide standards, ensuring a consistently appropriate appearance which facilitates branding.
- **Automatic formatting, batching, and printing of data:** Users can enter data from hundreds of client locations, which are then automatically composed and printed.
- **Customizable design:** Value is added to standard forms, because users can easily create new unique layouts with virtually unlimited formatting capabilities.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.

EMC² | document sciences

EMC Document Sciences
5958 Priestly Drive
Carlsbad, CA 92008
USA
+1.760.602.1400

This document was created using EMC Document Sciences' award-winning xPression® suite of customer communications management solutions.

To learn how xPression can help you produce custom, cost-effective communications materials, please visit www.docscience.com.