



### » Company Background

- **Marsh** is the leading insurance broker and risk advisor in over 100 countries.
- **Marsh** was founded in 1981
- The company employs 26000 people with an annual revenue approaching US\$ 5 billion. **Marsh** serves more clients in more industries worldwide than any other firm in this sector.
- **Marsh** does not only help clients to minimize the threats, risks pose but also maximize the opportunities they might present.

### » Business Needs

The requirement was to convert **MARSH** iseries system to provide an easier and more robust **ServiceSYS™** application for Marsh's client and this new system was providing the following features:

- Quick navigation and monitoring to oversee impending risks that might be coming the client's way.
- Clickable orders and invoices for order detail and copies of original invoices
- Easier to use graphical client history status
- Multiple pages data on single HATS webpage without delaying time.
- Report generating utility options for client: Excel, E-mail, or PDF



*"Based on the success of their performance, we decided to retain de La Garza as the agency of record for Marsh, Inc."*

### » Initial Steps

- In depth analysis of the current system
- Proposing the IBM Rational HATS for converting the current system in modern web enabled application
- Created Marsh Template with drop down menus and excellent look and feel
- HTML Proof of Concept (POC) created for few most important and complex screens
- Proposal accepted by the client
- The Project Plan created and followed strictly
- Received positive feedback from client.

### » Solution (IBM Rational HATS)

- Template was created with drop down menus with excellent look and feel
- Advance screen customization was employed to give the complex screens good look and feel
- Macros were used to create Menu Macros that greatly improved the navigation between multiple screens.
- Advanced screen combination used to adjust the multiple screens data on a single page for different screens
- Using HATS application hosting capabilities, a highly available & secure hosting solution was accomplished.

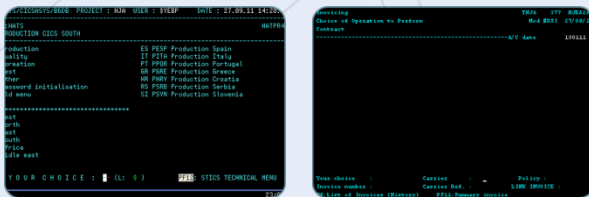
### » Business Problem Case

- Improve and customize workflow and application navigation for retaining the existing Clients and also attract the new ones.
- Providing the web-enabled application, compatible with multiple browsers so that it can easily be accessed remotely.
- It is much easier for end user to use web-based application running in browser as compared to green screen environment, thus reducing the training costs and giving more satisfaction to the end user.
- Implement the report generating utility to oversee and monitor impending risk coming the client's way.

### » Achieved Project Milestones

- Menu Macros
- Navigation Menus Macros
- Report Generation utility in .pdf and .xls etc.
- Screen Customizations and Combination
- Central repository for source code maintenance like CVS.

### » Master Tab Mainframe Screens



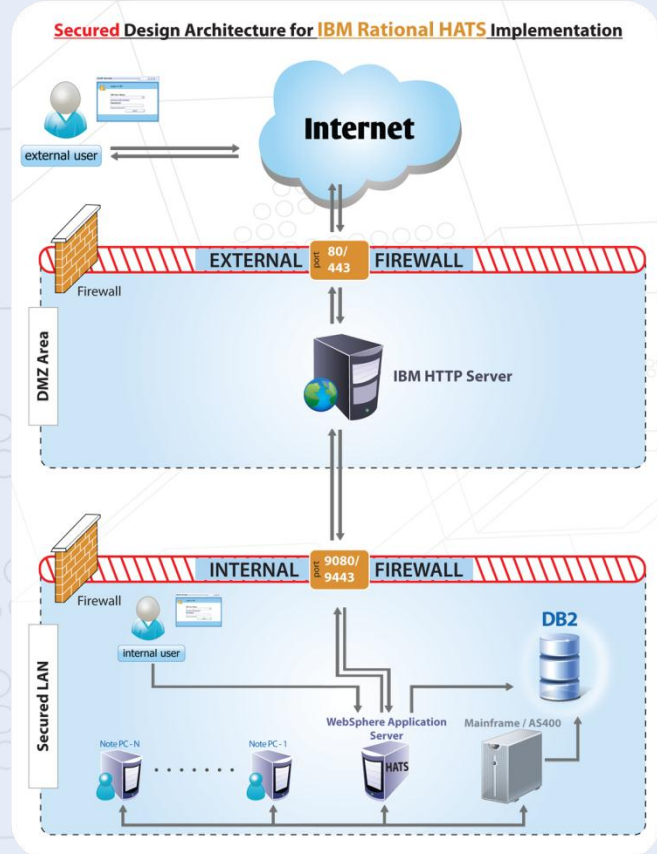
### » Master Tab Web-Based Screen



### » Business Benefits

- Excellent look and feel has increased the overall attraction to Marsh's clients.
- Access to host applications by using this Screen Scrapping tool without any impact to the existing system, rather than developing a new application from scratch.
- Providing report generating utility in .pdf and .xls etc.
- Remote access from anywhere from browser or mobile devices.
- Overall increase in the level of customer service.
- Time saving Quick navigation.
- Reduced data-entry error means productivity increased.

### » Design Architecture



Secured Design Architecture for IBM Rational HATS Implementation

### » Key Technologies Used

- Rational Host Access Transformation Services (HATS).
- Rational Application Developer.
- Cascading Style Sheets
- Java
- JavaScript.
- HTML
- CVS