

Europ Assistance Groupe



“The cost reductions we’ve realized and the increased IT flexibility we’ve obtained also strengthen our competitive advantage in the market, and help us in providing new services for our customers.”
Agostino Fedeli, IT Manager, Europ Assistance Italy

Highlights:

- Return on investment (ROI) achieved in 30 months
- Reduced costs by 50%
- New applications now implemented in 1 week rather than 6 weeks
- New environment supports 24x7 emergency operations

Responding more rapidly to travelers’ needs

As the premier travel assistance provider in Europe and around the world, Europ Assistance provides solutions for the safety and comfort needs of travelers. Through an efficient network of contacts, Europ Assistance mobilizes resources for 6.5 million cases of assistance each year. The operation relies heavily on its IT system to connect travelers seeking assistance with the resources available to solve their dilemmas.

Europ Assistance wanted to integrate a Web application to improve its information services for customers. In addition, after years of operating a costly mainframe environment, the IT staff wanted more control over the IT environment, without being tied into expensive upgrades for long periods.

Europ Assistance needed a platform that could run existing applications with very few modifications and provide a flexible foundation for a relational database. UniKix™ Transaction Processing Environment (TPE) and UniKix™ Batch Processing Environment (BPE) software from Clerity were major factors in the company’s decision, as they would speed up the migration timetable.

UniKix TPE software enables popular IBM® CICS® transaction processing applications to run on open systems with little or no modification. UniKix TPE software allows continued use of VSAM (mainframe virtual storage access method) data along with COBOL and PL/I applications. The software also provides an interface to relational databases. Switching to Clerity was the most cost efficient option because Europ Assistance could reuse the existing code and procedures from the mainframe environment.

With the Clerity solution, Europ Assistance reduced IT costs while maintaining its investment in legacy software, and also reduced the need for staff to maintain the IT system. The new system makes it easier to implement changes, and the smooth transition required no retraining—the cutover from the mainframe to the new Clerity system occurred in just one night. The company has been able to maintain uninterrupted operations for its customers who depend on its 24x7 services.

About Clerity

Clerity is a leading full-service provider of legacy migration, modernization, and optimization solutions. Drawing from over 15 years of experience, Clerity recognizes that companies have significant investments in core applications and procedures and provides a wealth of low risk, high value tools, technology, and services to reduce IT costs without sacrificing current functionality and service level agreements. Headquartered in Chicago, Illinois with offices worldwide, Clerity has customers in all in major countries, including some of the largest financial services ISVs and Fortune-class end users.

Learn how Clerity can provide an evolutionary path forward for your application and data environments at www.clerity.com.



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