

# Europ Assistance



## Responding More Rapidly to Travelers' Needs

*"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) in 30 months
- Reduced costs with 50% less contract IT staff
- New applications implemented in 1 week rather than 6 weeks
- Supports 24x7 emergency operations

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 UNIX foundation for a relational database. UniKix™ Transaction Processing Environment (UniKix TPE) and UniKix™ Batch Processing Environment (UniKix BPE) software from Clarity were major factors in the company's decision, as they would speed up the migration timetable.

UniKix TPE software enables popular mainframe CICS transaction processing applications to run on open systems

with little or no modification. UniKix TPE software allows continued use of VSAM (IBM's virtual storage access method) data along with COBOL and PL/I applications. The software also provides an interface to relational databases. Switching to Clarity was the most cost efficient option because Europ Assistance could reuse the existing code and procedures from the mainframe environment.

With the Clarity 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 Clarity system occurred in just one night. The company has been able to maintain uninterrupted operations for its customers who depend on its 24x7 services.

### Learn More

For more information on mainframe rehosting solutions from Clarity and associated products please visit:

[www.clarity.com](http://www.clarity.com)