Case Study

A new online presence for Stuttgarter

Die Stuttgarter
Der Vorsorge-Versicherer

At a glance

Company
Stuttgarter
Lebensversicherung a.G.
www.stuttgarter.de

Industry
Insurance

Key figures
Registrations well above
expectations after just six
months

USU solution
USU Digital Consulting
(Digital Customer Experience,
B2B & B2C Portals)

The Challenge

- A unified, new technological platform for all group websites (Stuttgarter.de, Direkte-leben.de, Familienschutz.de) based on Liferay and a redesign for two websites
- Implementation of a new, updated architecture for the extranet as a central, strategic portal for 8,000 users
- Migration of an existing portal and the complex permission system
- Technological know-how transfer between USU and system managers at Stuttgarter

The Solution

- Decision in favor of USU following presentations and comprehensive workshops
- Comprehensive, integrated and demand-oriented solution
- Years of expertise in supporting qualified processes, successful implementation of many similar projects
- Use of the powerful open-source portal Lieferay
- Employee flexibility, close-knit, direct communication and similar business philosophies

Project Milestones

- Description of the current situation and requirements as well as architecture suggestions for new infrastructure within the framework of workshops
- Development of a detailed concept and set up of the infrastructure
- Migration of the websites direkt-leben.de, familienschutz.de and stuttgarter.de to Liferay 6 EE
- Specialist and technical restructuring and implementation of the extranet as an updatable, strategic service portal for all business partners

Advantages of the USU Solution

- Fail-safe, high performing and expandable infrastructure
- Single technical platform, fully upgradable from Liferay
- Transparent service structure, simple, automated and individual software distribution
- Low maintenance, website hosted internally
- Know-how transfer through close-knit cooperation with the development and implementation documentation

Liferay as a central platform

This pension provider currently looks after more than 500,000 contracts with a total insurance value of more than 23 million euros. This is growing. Those responsible at Stuttgarter planned for an organizational, specialized and technical consolidation of the extranet. The three websites, stuttgarter.de, direkt-leben.de and familienschutz.de, were previously managed by external service providers who were also responsible for the content. The extranet has been working as a portal for insurance brokers for years and was no longer able to grow along with the specialist and technical requirements. This business-critical application was to be created on a new, future-proof technological basis, while being moved to a service structure and serve as an integrated work and communication platform for all 8,000 users. In addition to this, there was a subsequent step to build and implement the architecture for an intranet site. It was decided to use Liferay as a central, strategic platform for all applications. USU won the project thanks to its content and architectural concept which was to be completed within six months.

complex and hard to understand. Due to the sensitive nature of it, we needed to create a future-proof solution for this complete service portal. However, internal know-how wasn't sufficient to internally carry out the migration. Despite the tight time frame, the project team subsequently systematically separated the individual functionalities, implemented a sophisticated roles and permissions concept and migrated existing portlets to the new Liferay version. By integrating the "Central Authentication Service (CAS)" for all applications on the extranet and intranet, by summer the complex single-sign-on feature was complete.

Coaching provides knowledge for everyone

Project leader Oliver Braun confirmed the passion and motivation of all those taking part in the project at Stuttgarter as well as USU. "Without this will to work together intensively, the project would not have been as successful due to its complexity and the tight time frame."

> **The main reasons this project was a success were motivation, engagement, know-how as well as trustworthiness and cooperation.**

Oliver Braun, Project Manager
Stuttgarter Lebensversicherung a.G.

Leaving the blackbox

The plans for the new infrastructure were at the heart of the project kick off. It was agreed that the three different areas of web, extranet and intranet should be physically separated, also for security reasons, and that each should be assigned to a separate instance with sufficient capacity. In the weeks following, the existing websites were migrated to Liferay. A particular challenge lay in creating the new extranet. The old system was based on Liferay 4.3. and became a monolithic system block with many additional customizations and its function and structure were

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Today, the three websites as well as the extranet are operating stably, running seamlessly and include all reports, notifications, contracts and customer information on a unified, integrated and modular platform that is managed internally. The infrastructure is secure, high-performing and expandable. The work needed to manage and maintain the website has been notably reduced, as well as costs, for example through automated software distribution. One other effect needs to be mentioned: the Stuttgarter developer team now is now very knowledgeable about the new Lieferay technologies.

Website of Stuttgarter Versicherung © Die Stuttgarter

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