

FRATERNIDAD MUPRESPA

AN ASG CUSTOMER REFERENCE STORY



Fraternidad Muprespa meets the challenges of an increasingly complex batch cycle with the automation capabilities of ASG-Zena®

- Headquarters: Spain
- Industry: Insurance
- Employees: 2,000 (approx.)
- Solution: ASG-Zena®

Fraternidad Muprespa has not only begun to see the benefits of the ASG-Zena solution, but they can also see that this product will help them achieve their business goals and allow them to continue to guarantee reliable public services.

"The sales team understood our needs and created a proper roadmap in accordance with our specifications. In addition, ASG professional services helped us start the implementation project successfully."

THE ISSUE

PROVIDING A FINANCIAL AND MEDICAL SAFETY NET TO SPAIN'S WORKFORCE

All employees in Spain pay a small contribution to the Public Ministry of Health towards a form of workmen's compensation. If an employee is injured at work or becomes ill, he can receive a percentage of his salary. If injured, treatment is available in a number of hospitals. Fraternidad Muprespa manages these services and also strives to reduce workplace accidents by defining accident avoidance guidelines and procedures.

THE SOLUTION

MOVE FROM MANUAL PROCESSES TO AUTOMATION WHILE MEETING NEW BUSINESS CHALLENGES

Fraternidad Muprespa strove to employ innovative solutions, but as their batch cycle grew in complexity, their largely manual procedures, which were distributed across several technical units, caused problems with reliability and speed. They could see the need for a centralized console to give all support staff a single point-of-truth about execution, delays, issues, and outputs.

In addition, Fraternidad Muprespa recently found they needed to integrate new channels such as managing file transfers and supporting the corporate mailbox. The need for change was pressing. Fraternidad Muprespa prides itself on providing high quality services to its customers, but as a public entity it also desires to promote "austerity in management." At the same time, they are committed to innovation and creativity.

STORY AT A GLANCE

BUSINESS

- » Fraternidad Muprespa excels at providing workmen's compensation to workers at some companies in Spain, offering both salary protection and medical care.

CHALLENGES

- » As a public entity charged with efficient and cost-effective management, Fraternidad Muprespa needed a way to improve the speed, cost, and accuracy of their batch business services.

SOLUTION

- » ASG-Zena improves operational automation for Fraternidad Muprespa at an affordable cost. This product helps them meet batch SLAs and provide on-time, high quality reports and data.

BENEFITS

- » Fraternidad Muprespa can now deliver services to their employees and customers more quickly and with a significantly lower rate of errors.

THE SOLUTION

SMART WORKLOAD AUTOMATION

Before ASG-Zena, batch management was a manual process with the iSeries and Windows-SQL Server environments managed by separate groups. ASG-Zena provided them with holistic management of these platforms, orchestrating processes efficiently and enabling visibility to batch support organizations.

Fraternidad Muprespa required a solution that would bring the environments together on a common console, and enable the migration process to be simple and quick. They provided detailed specifications defining exactly what they needed in a solution, and ASG-Zena met those needs. Representatives at Fraternidad Muprespa noted, "All of our requirements were incorporated in our bid. ASG was able to show us how agile ASG-Zena could be and how it could adapt to our needs."

MEASURABLE BENEFITS

ASG-ZENA ALLOWED FRATERNIDAD MUPRESPA TO OPTIMIZE THEIR BATCH WINDOW WITH A MODERN SCHEDULER

ASG-Zena provided Fraternidad Muprespa exactly what they desired in a workload automation solution. They saw immediate benefits in being able to integrate the scheduler with their email server; a service much relied upon to keep the development team communicating with Operations.

Fraternidad Muprespa has also begun to see reductions in batch errors, which means higher quality output. In addition, automation has also increased processing speed.

The team particularly valued the following:

- » Ease of migration to ASG-Zena
- » Integration of their iSeries and Windows environment into a single console
- » Improved standardization and automation
- » Impressive documentation and operational procedures to speed staff success
- » Ability to achieve their goals at a reasonable cost

"Improving the quality of our operation, by lowering errors and adding better automation, will have a positive impact on our business, ensuring that business information will be available earlier."