

InsuranceXchange

The cost-effective B2B managed file transfer service provided through one simple interface

There are clear benefits to be gained from exchanging business information electronically with trading partners - it speeds up business processes, reduces lead times, minimises the possibility of human error and eliminates lost information (caused by incomplete fax transmissions, mislaid paperwork, unanswered phone calls and re-keying mistakes). Implementing, maintaining and managing B2B communications, however, can prove complex and expensive.

Business benefits

- Cost savings
- Reduced complexity
- Security and resilience
- A scalable, future proof solution
- Improved customer satisfaction
- Competitive advantage
- Responsiveness and agility
- Control

Core capabilities

- Managed file transfer service
- Trading partner management
- Communication protocols
- High speed data transfer
- Business activity monitoring
- Data security
- Service levels

Communication services

Specific protocols

- AS1/AS2/AS3
- SMTP
- HTTP(S)
- FTP(S)
- SFTP
- OFTP Dial
- OFTP IP
- JDBC
- JMS
- IBM MQ Series
- XML-RPC

Third parties

- Internet access to the major VAN service providers including:
 - BT
 - GXS
 - EasyLink
 - Sterling
 - Inovis
- X400 via VAN interconnects

Network Connectivity

- Internet
- Secure Internet – IPSEC VPN
- Point-to-point
 - ISDN
 - Leased Line
 - Frame Relay

Integration

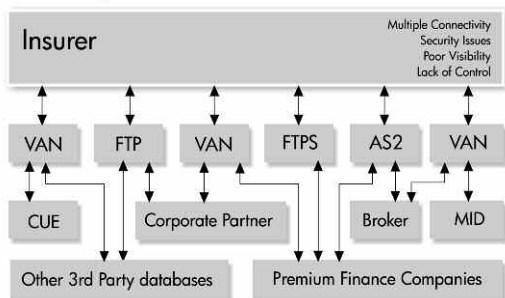
Kewill Xchange integrates:

- EDI Standards
 - SAP Standards
 - XML Standards
 - Other
- Proprietary Formats

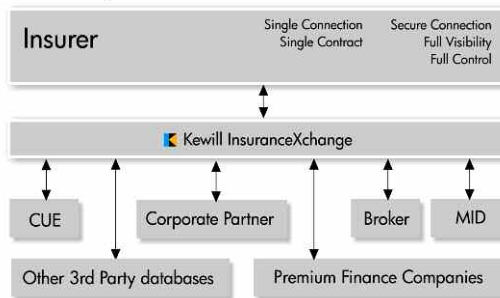
Exchanging data can be complex and costly when managed in-house

Conventionally, information is exchanged between trading partners using a wide variety of protocols including dial-up connections over a Value Added Network (VAN) or point-to-point protocols such as AS2 and OFTP, often using costly leased lines and frame relays. It is likely that a number of VANs will be necessary to service large trading communities, each using different communications protocols and technologies. Implementing and maintaining the software necessary to deal with these diverse systems, not to mention managing the contracts that must be set up with each third party VAN provider is complex, time consuming and a costly drain on resources. Furthermore, the data transmission charges levied by the VANs can be expensive.

Connecting without KIX



Connecting with KIX



Simplifying complexity

Kewill InsuranceXchange (KIX) is a B2B managed file transfer service that takes care of all the complexity by providing a single interface through which an organisation can exchange information with its trading partners. Kewill takes responsibility for delivering the information to the relevant partner by their preferred route, whether through a direct connection or via a VAN. As a result, KIX customers no longer need to implement and maintain B2B communications software or manage contracts with third parties.

Industry focus

With over a decade's experience of working with the insurance industry, Kewill can offer not only technical expertise but also a deep understanding of the sector including its strict regulatory and compliance requirements.

KIX is designed to facilitate straight through processing, connecting insurers, corporate partners, brokers and software houses irrespective of existing legacy and back office systems. And by removing connection complexity, KIX reduces the risks associated with delivering accurate claims information. Information is transported securely and within any required deadlines to industry databases such as MID and CUE, avoiding timescale-related fines and reducing claims leakage.

The KIX service's ability to manage file transfers also enables new products to be delivered to their distribution channel and the general market place rapidly, offering real competitive advantage.

Single point of contact

KIX not only provides clients with a single interface for the transmission of all data but also with a single point of contact for all communication issues and a single billing point. All contractual and operational relationships with third parties are managed by Kewill on the client's behalf.

Complete trading partner management

Full trading partner management is included as part of the KIX service, removing a large management and administrative overhead from the organisation. When authorised by the client, Kewill will onboard new partners or process changes to existing partners, contacting them directly to coordinate all the necessary activities.

Resilient and secure

Designed to be secure, resilient and scalable, the KIX service is operated

from two dedicated data centres located at geographically separated sites in the UK. Data replication between both centres means that if a critical incident occurs at one site, Kewill simply switches operations to the other site to ensure continuity of service to all clients.

The infrastructure at the two data centres is continually monitored and managed through a Network Operation Centre (NOC). Qualified network engineers are on site 24 hours a day, seven days a week to respond to potential problems, which are normally proactively diagnosed and repaired before customers become aware of them. Communication systems are effectively controlled through continual business activity monitoring. This proactively flags up potential problems enabling immediate remedial action to be taken. All systems are fully documented making them easier to troubleshoot, update and amend.

The high performance hardware replicated at each data centre is also designed with a high level of built-in redundancy such as dual power supplies and RAID to ensure minimum disruption to service.

An adaptable service

To future proof the KIX service, the infrastructure on which it is delivered is frequently replaced and upgraded. In addition, both bandwidth and storage capacity can be increased at short notice to ensure a scalable solution that meets the changing business needs of clients.

KIX offers a straightforward messaging service but by adding Kewill MessageBroker or Kewill eBiz-Manager to the standard KIX service, clients can access B2B gateway and integration services such as data translation and validation.

Increasing competitive advantage while cutting costs

By offering a simple route to connecting all of a client's trading partners, no matter how they are set up to send and receive data, the KIX service removes both technical and operational complexity from B2B communications. Clients reduce the costs of their in-house support and maintenance and are also highly likely to reduce the costs of third party leased lines and VAN usage.

Undoubtedly KIX offers far more than cost savings alone. Time and resources are freed up, enabling clients to focus on their core competencies. The business risks associated with relying on one or two key, in-house communications specialists are also reduced. Perhaps the biggest business benefit, however, comes from Kewill's up-to-the-minute, resilient technology and communications expertise. The fast Internet connectivity and high bandwidth provided by the data centres coupled with the scalability built into the KIX service ensures large amounts of customer data can be delivered securely in near real-time, reducing the lead time of vital business processes. And, with Kewill's help, clients can react quickly and easily as business requirements change, keeping their own customers and trading partners happy.

Core capabilities

Managed file transfer service (MFT) - KIX delivers a managed file transfer service to clients. Kewill acts as the sole point of contact for the client, managing on the client's behalf all contractual and operational relationships with third parties or trading partners.

Trading partner management (TPM) - TPM is included as part of the service. It covers initial trading partner profile development, provisioning and day-to-day management.

Communications protocols - The communications layer of KIX delivers a wide variety of B2B standards including modern Internet and legacy dial-up protocols. This enables Kewill to deliver data to trading partners no matter what their B2B strategy.

High speed data transfers - Using the latest B2B protocols and technologies, data can be exchanged between the customer's enterprise and its trading community in near real-time.

Business activity monitoring (BAM) - KIX provides access to real-time and historical information about transactions. During runtime, events and information about events are captured to provide a view of all transactions, error notifications and acknowledgements.

Data Security - For message data moved over the Internet, a variety of proven security methods are used including VPN, HTTPS and FTPS. Where required ISDN, PSTN and leased lines can be used to transport data, delivering point-to-point security.

Service Levels - Data centre uptime is managed through a service level agreement (SLA) based on 24/7 availability of the infrastructure. Application performance is assured through a support SLA that can be customised to meet individual client requirements.

Disaster recovery and resilience - All equipment has built-in redundancy. KIX solutions are hosted in two data centres located at geographically separated UK sites and data replication occurs between both sites.

Features

Scalability - All equipment is upgradeable and the capacity of both bandwidth and storage can be increased at short notice to meet business requirements.

Hosting infrastructure - KIX is hosted on high performance, best of breed infrastructures located in state-of-the-art data centres. Hardware is continually replaced so that only modern equipment is used. Data centres use firewalls and an intrusion detection system in a two-tier security system both of which are monitored 24/7.

Business intelligence - A wide range of management information reports can be provided to customers. They cover transaction summaries of message volumes per type and per trading partner as well as reporting on any document processing errors.

Service oriented architecture - KIX is designed to support high-performance, multi-protocol transactions between heterogeneous systems. As a service it adapts to any environment in a non-invasive way.

More information

Please contact us or visit the InsuranceXchange online product page:

email eu-marketing@kewill.com

tel +44 (0)161 905 4600 (please select option 2)

web www.kewill.com/kix



Kewill plc Bramley House, The Guildway, Old Portsmouth Road, Artington, Guildford, GU3 1LR
Email: eu-marketing@kewill.com Tel +44 (0)161 905 4600 (please select option 2)