



ITS DATA MIGRATION PLATFORM (IDMP)

WELCOME TO THE IDMP

The *ITS Data Migration Platform* (IDMP) is architected from the ground up as a migration accelerator specifically for insurance data.

In conjunction with ITS's acclaimed services, the IDMP provides an unsurpassed migration solution for complex insurance data, including legacy data migrations (both cutover and on renewal), application uploads, book rolls, and data warehouse interfaces.

The breadth and depth of the architecture, technology, and services provide numerous benefits that simplify the development, delivery, and maintenance of custom data migration applications.

TECHNOLOGY OVERVIEW

- **Shared Base**—the vast majority of the IDMP is shared across client implementations. This means that all of the major subsystems—including extraction, target loading, status recording, and status reporting—are essentially complete when the project starts. Implementation can therefore focus exclusively on the client-specific transformation logic.
Benefit: with 50% or more of the work already complete at inception, typical projects have much lower cost and faster delivery.
- **Hierarchical Configuration**—the hierarchical configuration system includes eight levels of configuration (common, project, user, environment, machine, local, dynamic override, and command line) and supports dynamic evaluation at runtime. This is the “secret sauce” that allows so much of the IDMP to be shared across client implementations, as client-specific differences require only minor, localized configuration changes.
Benefit: with all base behaviors controlled via simple configuration changes, projects are easier to maintain and faster to deliver.
- **Externalized Code Mapping**—mapping codes (i.e. discrete values visible in drop-downs and elsewhere) is a particularly onerous aspect of insurance data migration. Utilizing a proprietary *CodeMapper* technology, code lists are specified in CSV files, making code mapping simple and non-technical. Furthermore, for company, state, and line of business specific mappings, only codes that differ from the base mappings need to be mapped.
Benefit: code mappings can easily be developed and maintained by non-technical personnel, increasing project efficiency, and reducing cost.

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- **Secure Pipeline**—the IDMP is architected as a *volatile migration pipeline*. Data passes through a series of securely linked components and is never persisted in a database or other non-volatile storage. In addition, asynchronous processing uses volatile message queues. Finally, if client data is archived, it is securely transferred to a service that meets the highest standards of security and privacy (detailed information available upon request).

Benefit: client data is highly secure at every stage of the migration process.

- **IDMP Cloud**—the majority of the IDMP services are securely hosted by ITS in the Amazon cloud (AWS). Amazon is the acknowledged IaaS (Infrastructure as a Service) leader with data centers that are among the most secure and reliable in the world. Amazon data centers carry multiple certifications including PCI and ISO 27001 (see <https://aws.amazon.com/security/> for more information).

Benefit: IDMP projects have minimal infrastructure requirements, greatly reducing the burden on client IT resources while maximizing security and convenience.

- **Unidirectional Relay**—the *Relay* is the only IDMP component that is installed on-premise. The Relay extracts source data from client systems and securely transmits it to the IDMP Cloud. The Relay is strictly unidirectional: other than the in-channel web service response, no information is ever sent from the IDMP Cloud back to the Relay. This means that clients only need to open a single outbound SSL port for the IDMP.

Benefit: access to client systems is read-only and transmission is strictly outbound, maximizing security and minimizing client IT resource demands.

- **Self-Service Operations**—the Relay transmits IDMP *self-service commands* as well as source data. This allows clients to independently control many IDMP operations, including reporting and reconfiguration.

Benefit: clients are empowered to control many IDMP operations, greatly reducing their dependence on ITS staff and minimizing support costs.

SERVICES OVERVIEW

- **Dedicated Insurance Focus**—ITS specializes in serving the insurance industry and is staffed with seasoned insurance professionals. Understanding the business scenarios where the data is being used is critical to ensure proper mapping and transformation.

Benefit: insurance experience = greater accuracy + reduced risk

- **Proven Process**—ITS data migration teams are small, experienced, and laser focused. The ITS implementation methodology for data migration projects utilizes an agile approach coupled with a proprietary *Mapping & Transformation (M&T)* tool that streamlines the analysis and development processes.

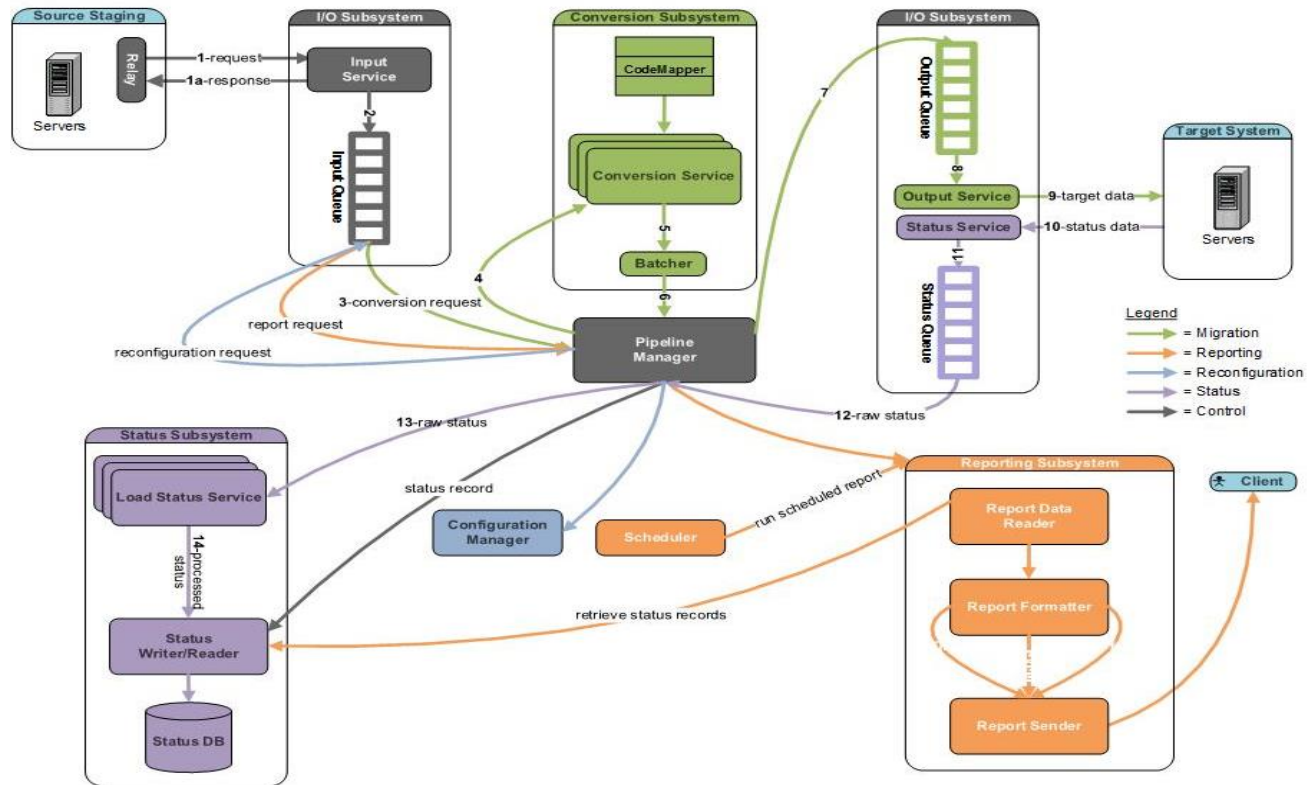
Benefit: with small, elite teams and a proven, transparent process, ITS delivers the highest quality product as cost effectively as possible.

- **Flexible Project Model**—projects typically leverage the customer's technical team to help with source data staging and analysis. However, ITS can provide a turn-key solution if customer resources are not available.

Benefit: this model provides the flexibility to balance financial and personnel constraints.

ARCHITECTURAL OVERVIEW

The figure below provides an overview of the IDMP architecture:



ABOUT INSURANCE TECHNOLOGY SERVICES (ITS)

Based in Dallas, Texas, ITS is an insurance consulting and services firm specializing in the design, implementation, and utilization of technology to optimize critical business processes and achieve exceptional results. ITS serves P&C insurance organizations of all sizes across the country. ITS provides system implementation support (including project management, business analysis, forms design, system development, testing, and legacy data conversion), process improvement services (including PMO establishment, quality assurance, and production support), and change management services (including end-user training, organizational change planning, and business process reengineering), as well as proprietary insurance platforms for automated functional testing and data migration. ITS helps insurance organizations manage and reduce risk by deploying agile teams with exceptional insurance and technical expertise to streamline implementations and boost the capabilities of existing IT staff.

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