



### » Company Background

- **Marsh** is the leading insurance broker and risk advisor over 100 countries.
- **Marsh** founded in 1981
- The company With 2,6000 employees and annual revenues approaching US\$5 billion **Marsh** serves more clients in more industries worldwide than any firm in our sector.
- The Marsh does not only help clients to minimize the threats these risks pose but also maximize the opportunities they present.

### » Business Needs

The requirement was to convert **MARSH** iseries system to provide an easier and more robust **ServiceSYS™** application for Marsh's client and this new system was providing the following features:

- Quick navigation and monitoring of to oversee and monitor impending risk coming in the way of client.
- Clickable orders and invoices for order detail and copies of original invoices
- Easier to use graphical client history status
- Multiple pages data on single HATS webpage to without delaying time.
- Report generating utility options for client: Excel, E-mail, or PDF

### » Solution (IBM Rational HATS)

- Excellent Template was created with drop down menus with excellent look and feel
- Advance screen customization was used to give the complex screens good look and feel
- Macros were used to create Menu Macros that greatly improved the navigation between multiple screens.
- Advanced screen combination used to adjust the multiple screens data on a single page for different screens
- Using the HATS application hosting capabilities a highly available & secure hosting solution was accomplished.



*"Based on the success of their performance, we decided to retain de La Garza as the agency of record for Marsh, Inc."*

### » Initial Steps

- In depth analysis of the current system
- Proposing the IBM Rational HATS for converting the current system in modern web enabled application
- Created Marsh Template with drop down menus and excellent look and feel
- HTML Proof of Concept (POC) created for few most important and complex screens
- Proposal accepted by the client
- The Project Plan created and followed strictly
- Received positive feedback from client.

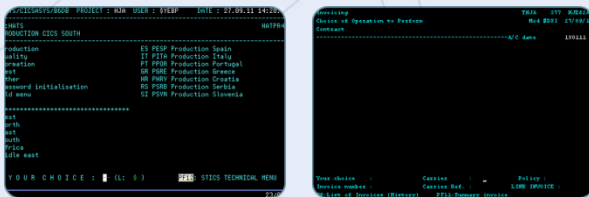
### » Business Problem Case

- Improve and customize workflow and application navigation for retaining the existing Clients and also attract the new ones.
- Providing the web-enabled application, compatible with multiple browsers so that it can easily be accessed from anywhere.
- It is much easier for end user to use web-based application running in browser as compare to the green screen environment, thus this will reduce the training costs and also give more satisfaction to the end user.
- Implement the report generating utility to oversee and monitor impending risk coming in the way of client.

### » Achieved Project Milestones

- Menu Macros
- Navigation Menus Macros
- Report Generation utility in .pdf and .xls etc.
- Screen Customizations and Combination
- Central repository for source code maintenance like CVS.

### » Master Tab Mainframe Screens



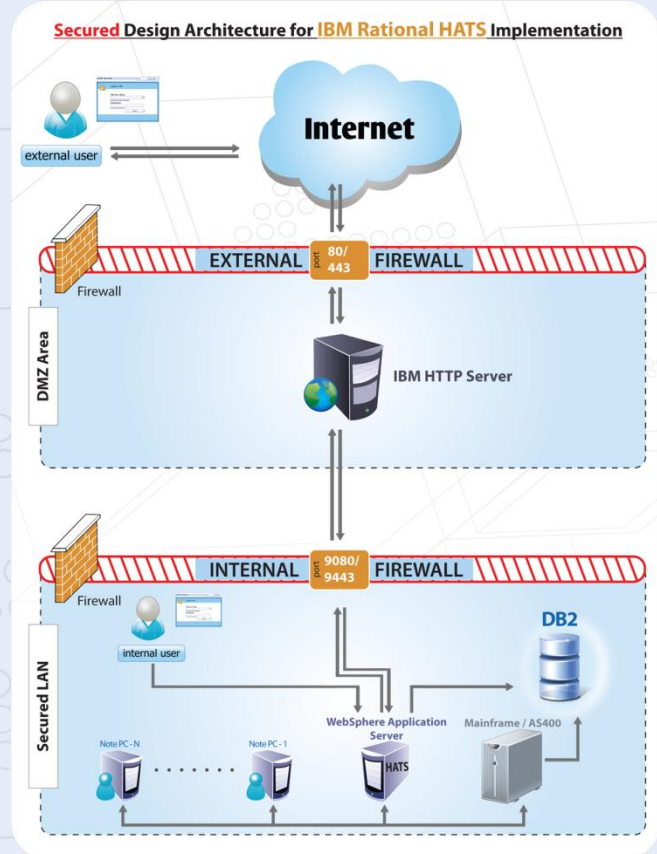
### » Master Tab Web-Based Screen



### » Business Benefits

- Excellent look and feel has increased the overall attraction of the Marsh's clients.
- Access to host applications without any impact to the existing, proven host applications.
- Providing report generating utility in .pdf and .xls etc.
- Access from anywhere from browser or mobile/gadgets.
- Increase your level of customer service.
- Quick navigation saves a lot of time.
- Reduced data-entry error means productivity increased.

### » Design Architecture



Secured Design Architecture for IBM Rational HATS Implementation

### » Key Technologies Used

- Rational Host Access Transformation Services (HATS).
- Rational Application Developer.
- Cascading Style Sheets
- Java
- JavaScript.
- HTML
- CVS