

# AvivaSA MEETS GOVERNMENT RESPONSIVENESS REGULATIONS WITH RED HAT JBOSS FUSE



## SOFTWARE

Red Hat® JBoss® Fuse

Red Hat JBoss Enterprise Application Platform

AvivaSA, one of Turkey's leading private pension and life insurance providers, needed to deliver faster, more mobile services to meet changing demands and government regulations. To meet these needs, the company began an initiative to modernize its IT environment and architecture. With improved performance and integration capabilities provided by Red Hat JBoss Fuse and Red Hat JBoss Enterprise Application Platform, AvivaSA can effectively support Turkey's new auto-enrollment program and win new corporate business.



## INSURANCE AND PENSIONS

1,560 EMPLOYEES

*“Red Hat JBoss Middleware offers robust performance and smooth operations to help us win new business-to-business (B2B) customers.”*

YASAR KARADELI,  
HEAD OF SOFTWARE DEVELOPMENT, AVIVASA

## BENEFITS

- Gained high performance and scalability to manage national pension auto-enrollment, with 30 million pension details uploaded in the first year
- Reduces batch processing times by close to 90%, helping the business meet corporate customer deadlines
- Improved service quality and reliability with better monitoring and component reuse



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## **TAKING ADVANTAGE OF NEW DIGITAL CHANNELS**

AvivaSA, a joint venture between Sabanci Holding and British insurance multinational Aviva, is one of Turkey's leading private pension and life insurance providers. With a market value of US\$650 million, it operates across several industry segments—including direct sales, corporate finance, and banking. However, the market is changing. Retail customers increasingly seek online or mobile self-service options, and corporate customers want to integrate their systems with pension suppliers. A dramatic change in Turkey's pension market also supported the need for a shift. As of 2017, Turkey's government requires private sector employers to automatically enroll employees into a pension plan.

To meet these evolving demands, AvivaSA began an IT modernization program. The company needed to integrate large amounts of customer data from multiple sources, including individual and corporate customers. In addition, the company sought to integrate its systems with the accounting software of its corporate customers.

"We needed to help IT keep up with the current pace of business," said Yasar Karadeli, head of software development at AvivaSA. "We wanted something that is user-friendly and robust, as well as available to meet a strict deadline."

## **MODERNIZING AND INTEGRATING DISPARATE I.T. ENVIRONMENTS**

Based on a global agreement between Aviva and Red Hat, Red Hat JBoss Fuse was an attractive option for standardizing and modernizing AvivaSA operations at the local level, where business teams are free to determine their own suppliers.

"There were other solutions from other vendors in place," said Karadeli, "but Red Hat was always at an advantage. We value the open source community and open source technology, and we know we'll get quick and accurate answers from the Red Hat team."

Red Hat JBoss Fuse is a lightweight, flexible platform that supports rapid integration across on-premise and cloud computing environments. JBoss Fuse uses modular integration capabilities and a modern enterprise service bus (ESB) to unlock information across AvivaSA's IT environment.

"For us, the key features of JBoss Fuse were bulk processing and the option to offer different types of integration to different customers," said Karadeli. "We can also use JBoss Fuse to be a lot more proactive in managing our environment."

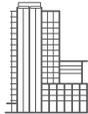
In addition, AvivaSA deployed Red Hat JBoss Enterprise Application Platform, a fully certified Java™ Enterprise Edition (Java EE) container for highly transactional Java applications. It includes everything needed to build, run, deploy, and manage a variety of Java applications—including clustering, caching, messaging, transactions, and web services.

This new Red Hat software environment was designed, tested, and launched by AvivaSA in just four months.

## **IMPROVING FLEXIBLE SERVICE DELIVERY**

### **ROBUST, SCALABLE PERFORMANCE**

Using Red Hat JBoss Fuse and Red Hat JBoss Enterprise Application Platform, AvivaSA has quickly expanded to support its business growth. In the first month of auto-enrollment, AvivaSA added 282,000 new pension contracts, and the company used the platform to complete 30 million pension transactions by the end of 2017.



### ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to reliable and high-performing cloud, Linux, middleware, storage, and virtualisation technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

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"We can't compare prior figures exactly, because auto-enrollment is fairly recent," said Karadeli. "But processing a typical bulk batch of 13,000 records would have taken at least 10 minutes with our previous system. Now, with Red Hat JBoss Middleware, it takes 20 seconds."

### IMPROVED INTEGRATION CAPABILITIES

AvivaSA can now seamlessly integrate its services and data with corporate customers' websites. For example, this integration helped one customer use its web channel to easily transfer pension details for thousands of employees.

"We have different opportunities with different corporate prospects. Red Hat JBoss Fuse and Enterprise Application Platform offer robust performance and smooth operations to help us win new business-to-business (B2B) customers," said Karadeli. "Employers are being monitored by government regulators, and there are certain deadlines to meet, so errors or downtime are unacceptable. Red Hat JBoss Middleware helps us meet performance and service expectations."

### HIGHER QUALITY SERVICE DELIVERY

In addition to meeting changing government regulations, modernizing with Red Hat JBoss Fuse and Red Hat JBoss Enterprise Application Platform helps AvivaSA better monitor performance and reuse services and components for faster, more reliable service delivery.

"We're building services instead of building applications," said Karadeli. "We're more proactive, more open, and more decisive. Ultimately, we're in a stronger position to be able to offer customers new digital platforms."

### PLANNING FOR CONTINUED INNOVATION

Building on the success of its initial modernization efforts, AvivaSA plans to focus on revitalizing its approach to testing and development—supported by Red Hat OpenShift Container Platform.

"Red Hat OpenShift is the future," said Karadeli. "We have many new, digital projects proceeding in parallel, and it would be very difficult to maintain their different environments using our previous system. Red Hat OpenShift will allow us to rapidly build, manage, and deploy containers at scale. If all goes well, the plan is to use OpenShift for all production environments in two or three years."

The company is also researching adoption of Red Hat 3scale API Management, as well as upgrading its Keycloak single sign-on (SSO) solution to Red Hat single-sign on—further evidence of a growing partnership with Red Hat.

"We'll build a modern IT environment on Red Hat products," said Karadeli. "They give us the flexibility we need to support our business strategy."

### ABOUT AvivaSA

AvivaSA is one of Turkey's leading insurance and pension providers. The company was founded in 2007 through a joint venture between Aviva, the UK-based multinational, and the local Sabancı Holding.