



# Streaming real-time data

Data is money in the insurance world

## Challenge

European insurance giant Generali's strategy is to become a life-time partner for its customers by covering all aspects of their insurance needs. As part of its ongoing digital transformation, it wanted to develop a company-wide platform that could be used both on-premise as well as in the cloud, with the architectural flexibility to fit in with Generali Switzerland's existing systems.

## Solution

Generali's Connection Platform is the heart of its IT landscape, connecting applications through a single source and ensuring data is coherent. The data streaming solution was built using a combination of Qlik Replicate and Confluent technology and data now resides within Kafka topics where it is transferred to operational systems such as Salesforce.

## Results

The Connection Platform with Qlik Replicate allows Generali to stream information within seconds rather than hours or days. This allows the company to use data in real-time for services such as assessing risk when processing insurance applications, thus improving customer engagement.

### Solution Overview

#### Customer Name

Generali Switzerland

#### Industry

Financial Services

#### Geography

Zurich, Switzerland

#### Function

IT

#### Business Value Driver

Customer Intelligence,  
Reimagined Processes

#### Primary Source & Target

Source: Oracle Databases  
Target: Confluent (Apache  
Kafka)

“The Connection Platform is a game changer for Generali. The data streaming solution lets us replicate data in just a few seconds.”

Christian Nicholl, Director of Platform Engineering & Operations, Generali Switzerland

