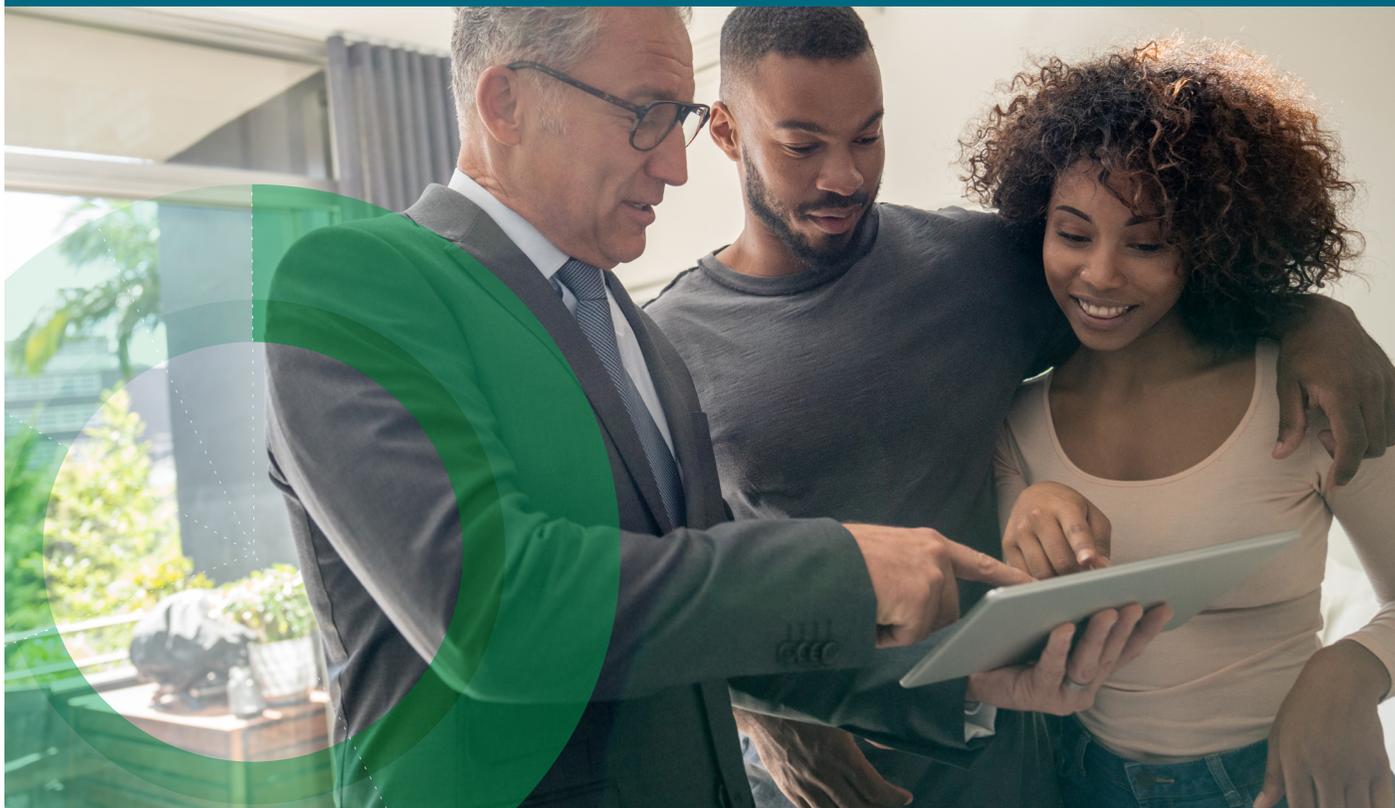CUSTOMER STORY

Miller Insurance

Miller Insurance Services LLP implements Qlik Replicate™ (formerly Attunity Replicate) to increase efficiency, improve business user satisfaction, and reduce IT overtime.

LEAD WITH DATA™ **Qlik Q**

> "I would recommend Qlik (Attunity) Replicate. It is easy to set up and use, it is fast, and the cost is reasonable. The solution met all of our needs — there were no shortcomings in the toolset, so we did not have to make any compromises."

Miller Insurance Services LLP is the leading specialist broker in the London wholesale market, operating internationally and at Lloyd's. It handles complex large commercial insurance business, facultative reinsurance and programmes & facilities.

Founded in 1902, the partnership today has over 600 people and four international offices based in key international insurance markets. Miller holds Chartered Insurance Broker status, demonstrating professionalism, a client focussed approach and commitment to excellent service standards.

The Vision

To serve customers efficiently, Miller relies on data from the OpenTWINS insurance broking system. This third-party system handles policies, premiums and claims and enables Miller to share data across the company and with external partners. Contractual obligations mean that Miller cannot query the OpenTWINS database directly and as a result, replication is the only way to draw data from that system into Miller's OpenText document management system, its Cognos business intelligence and analytics system, Microsoft SQL Reporting Services reporting system, and the company's accounting system.

Since May 2015 Miller had been using SQL Server Replication to copy data from the OpenTWINS Oracle 11g database to its own SQL Server 2008 R2 and 2014 databases. With this process, it often took a full day to create an initial snapshot of the OpenTWINS data and replicate it. The sheer volume of data caused problems—latency would build up and the team couldn't keep up with incoming transactions. In addition, troubleshooting problems often took hours and it wasn't uncommon for the technology team to work through the night trying to resolve issues.

In an effort to reduce this replication time, the team selectively replicated data, rather than copying all information from

ABOUT MILLER INSURANCE

Miller Insurance Services LLP is the leading specialist broker in the London wholesale market, operating internationally and at Lloyd's. It handles complex large commercial insurance business, facultative reinsurance and programmes & facilities.

To deliver more current information to its business users, Miller Insurance decided to abandon its existing SQL Server Replication solution and adopt Qlik Replicate. Qlik Replicate enables the IT team to transfer data from the OpenTWINS insurance brokering system to its document management, business information and analytics, reporting, and accounting systems in near real-time.

This solution has improved efficiency and relieved the IT team of emergency overnight troubleshooting.

OpenTWINS. And, the team wasn't the only group of stakeholders that was unhappy with the solution, Miller's business users were also frustrated as data needed to service both customers and underwriters wasn't always up-to-date.

Finding a Better Alternative for Data Replication

The technology team realised that they needed a better approach to replication and began to search the market for alternatives. Many of the tools out there required interaction with a command line interface which would present the Miller team with a steep learning curve. However, they found Qlik Replicate to be different. Its intuitive graphical user interface made it easy to configure replication tasks. Not only that, the product performed well and after the Qlik team had carried out a Proof of Concept, selecting Qlik Replicate was an easy decision.

Today with Qlik Replicate, Miller replicates about 100GB of data, including some complex CLOBs and BLOBs, from the OpenTWINS Oracle database to SQL Server. With only seconds of latency, Miller now enjoys near real-time transfer of data to their business critical systems. In addition, the company can now replicate all the information from OpenTWINS which gives them a full picture of the business and a 360-degree view of its customers, rather than just segments from the various siloed data sources.

"Before, we had four people who monitored replication constantly watching for any issues," said Bathurst. "Now we just leave Qlik Replicate running and we have configured alerts which notify us should an issue arise. We are now more efficient than ever whilst being able to provide the business with improved business information and analytics."

Objectives

To provide near real-time information from the OpenTWINS insurance brokering system to Miller's document management, BI and analytics, reporting, and accounting systems – easily and efficiently.

Solution

Qlik Replicate enables Miller to replicate its data quickly from the OpenTWINS Oracle database to its SQL Server database to provide real-time analytics.

Benefits

- Enhanced 360-degree view of the customer
- Improved business intelligence and analytics
- Fast and easy setup
- Less resource intensive
- Greater operational efficiency
- Higher levels of satisfaction among business users

"We were really pleased with Qlik's (Attunity) UK team. They provided us with a good Proof of Concept and the knowledge of Qlik's (Attunity) support staff was great."

- Gordon Bathurst, Head of Business Change, Miller Insurance Services LLP

Qlik Q

About Qlik

Qlik's vision is a data-literate world, one where everyone can use data to improve decision-making and solve their most challenging problems. Only Qlik offers end-to-end, real-time data integration and analytics solutions that help organizations access and transform all their data into value. Qlik helps companies lead with data to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 60,000 customers around the world.

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