



Case Study

comforte Supports Key Modernization Effort for HPE NonStop Application at Gallagher Bassett

Background

Having been in business for decades, Gallagher Bassett (GB) has invested significant time, expertise, and resources in its HPE NonStop-based claims management system. As a claims administrator, one of the system's main requirements is to provide its primary users, its claims adjusters, timely access to critical information and services. When GB contacted comforte, the application's core functionality still effectively supported GB's business, but it relied on outdated "green screens" for some of its user interface.

The objective was clear: GB needed to modernize the NonStop application user interface to make the systems more functional for claims adjusters, while ensuring the application's back-end functionality remained stable and available.



The Challenge

GB's claims adjusters rely on a toolset comprised largely of web-based applications. They also use an application hosted on the HPE NonStop platform, which was accessed through a legacy interface.

The legacy user interface presented useful information – and veteran users found the screens functional and felt they performed well. However, continued use brought to light several disadvantages, including:

- Current screens contained no advanced functionality associated with more modern user interfaces.
- They relied on a difficult interface for new users to learn.
- They hindered sales efforts by giving clients and prospects the wrong impression of the core technology.

While clients never accessed the legacy interface directly, they did see the green screens when visiting GB's facilities for tours and meetings. These green-screen displays, though popular with veteran adjusters, left others with the impression that GB's technology and services may be outdated.

“Our top competitors relied on systems with inferior functionality but entirely graphical user interfaces,” explained GB Executive Vice President and Chief Information Officer Russ Pass. “Their sales representatives would seek to draw attention to the legacy portion of our user interface, with the implication that core system functionality and even the quality of our adjusting were as outdated as the appearance of these screens. This issue presented an increasingly significant challenge to our sales efforts.”

While the user interface had become a competitive liability, the application itself is a strategic business asset, one that had come to encompass the lessons and expertise accrued over decades. The application is a core tool for the company's 3,500 claims adjusters and is relied on constantly. Therefore, while upgrading the interface was vital, it was also imperative that any changes didn't in any way compromise system availability, data integrity, employee productivity, or customer service levels.

The Solution

GB identified several solutions, but chose comforte's JPath after seeing it. JPath offered the capabilities GB needed to extend the life of its claims management system and did not require any changes to the application's back end. With JPath, GB provides an improved user experience while retaining the required functionality. For example, the new interface offers more intuitive point-and-click buttons, while still retaining familiar function-key commands. Further, JPath integrates with other comforte tools, which provides additional advantages:

- **Security**

JPath enables Transport Layer Security (TLS) encryption through integration with SecurTN, which supports GB's continuing efforts to strengthen the security of the HPE NonStop environment.

- **Flexible client integration**

GB also uses comforte Client Server Link (CSL), which includes middleware to allow devices on any platform to access Pathway applications running on HPE NonStop servers.

- **End-user convenience and administrative efficiency**

Through integration with SecurSSO, JPath supports GB's upcoming move to single sign-on for its HPE NonStop applications. With SecurSSO, existing Microsoft Windows credentials can be used to log into HPE NonStop servers and any other applications users are authorized to work with.

In addition to delivering advanced solutions, comforte product and integration specialists worked side-by-side with GB's implementation team.

The Results

The project updated and enhanced 400+ legacy screens, including 43 newly designed screens – all without modifying the application's back-end core functionality. New screens feature a significant difference in appearance and usability. Now, thousands of GB employees see a modern application interface as part of their daily work experience.

With comforte solutions, GB has realized the following benefits:

- **Enhanced user experience**

By providing users with a more intuitive, easy-to-use interface, GB has simplified user training and decreased user errors.

- **Improved competitiveness**

GB's sales efforts are no longer hampered by the potentially negative impression green screens could have on prospects. Now, the sales team is more competitive and can win more business.

- **Leveraged investments**

JPath offered the performance users require while aligning to the product's long-term road map, allowing continued return on investment in the claims management application and the HPE NonStop platform.

- **Value Delivered by IT**

GB's IT organization addressed a significant challenge confronting the sales team, while smoothly rolling out a new interface to more than 3,500 users.



About Gallagher Bassett:

Gallagher Bassett (GB) is the largest property/casualty third-party administrator, serving companies from every sector of the economy, worldwide. GB serves more than 3,400 companies globally, with 4,200 employees at offices and operations based in the United States, Canada, the United Kingdom, and Australia.

About comforte:

A leading global provider of connectivity, security, and application modernization solutions, comforte delivers best-in-class products and support for customers using the HPE NonStop platform.

Building upon many years of experience, comforte has helped customers make the most of their investment in NonStop systems and applications with a wide range of innovative and proven products for secure NonStop system connectivity, data and system security, application modernization, and integration.

With offices in Germany, the United States, Singapore, and Australia, comforte has global reach with local staff and has served as a trusted HPE NonStop partner since 1998.

comforte's roots in the HPE NonStop (Tandem Computers) market go back to 1975, and today, comforte's leading security products are protecting data at rest, data in transit, and are included in HPE's NonStop OS (operating system).

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