

## Case Study: Syarikat Takaful Malaysia Berhad

### Critical Issue

Following the recent implementation of a Core Takaful System for the General and Group businesses, Takaful Malaysia contracted IBM and Precisely to provide smooth migrations from their IBM DB2 for i databases to the Microsoft SQL Server databases, and from obsolete IBM hardware and legacy applications to the latest IBM technology and CSC Insurance software.

### Business Challenge

Takaful Malaysia's core application system consisted of Group Takaful, an application hosted on an IBM Power 5 iSeries server with internal storage, and a General Takaful application (PREMIA) running on an IBM Power 5 AIX server and DS8000 storage platform.

The ageing hardware not only imposes a performance penalty, it also generally incurs higher maintenance costs, said Patrick Wong. "Increasing the impetus for an upgrade, the end-of-life of the IBM i5/OS V5R3 and AIX 5.3 operating systems signaled a withdrawal of vendor support," added Patrick.

While these contributing factors made a strong case for a migration, Patrick added that Takaful Malaysia sought improved functionality, performance and security of the new systems. Patrick explained, "We specifically wanted integrated tape encryption and backup, providing data security and protection, coupled with real-time replication that would allow the disaster recovery server to meet our strict recovery time and recovery point objectives."

The company also required a real-time database replication tool with the data integrity control to feed data to a Customer and Agency Portal. Finally, the coming implementation of a Goods and Services Tax (GST) regime set a definite timeframe within which Takaful Malaysia had to complete the project to comply with the tax requirements.

### Company Name

Syarikat Takaful Malaysia Berhad (Takaful Malaysia)

### Headquarters

Kuala Lumpur, Malaysia

### Industry

Financial Services

### Business Environment

- Provides Islamic insurance solutions, namely Family Takaful and General Takaful, via a strong agent base
- Employs about 1,000 people, across 27 service centers nationwide
- Sole Malaysian operator to consistently offer customers 15% cash back for claims-free coverage periods

### Implementation Team

Computer Business Solutions  
Sdn Bhd

## Solution

Patrick said that, after a thorough selection process, Takaful Malaysia opted to standardize the CSC applications, namely Takaful Integral Group and Integral P&C Takaful. The selected hardware platform was an IBM Power 720 server configuration. Precisely's Assure MIMIX HA provides hot replication of the IBM System i database environment, while Precisely's Connect powers the cross-platform database replication required to populate the Microsoft SQL Server database behind the customer and agency portal.

The combination of the Assure MIMIX HA and Connect solutions ensures data integrity and the availability of the CSC Integral Group System and P&C Takaful applications. Furthermore, it provides real time data replication from the IBM DB2 for i databases to the Microsoft SQL Server databases.

Patrick said the introduction of Precisely technology has a direct benefit for Takaful Malaysia's customers. "Enhanced overall productivity and better access to data improved our agent service performance, which also increases the efficiency of our operational teams. As a result, we can deliver a higher level of customer satisfaction. Indirectly, this strengthens customer relationships and loyalty and enhances the reputation of our organization, which is necessary to sustain the company's growth," added Patrick.

## Results

- Improves CPU performance and application response time
- Delivers a higher level of data integrity and protection than ever before, while improving hardware utilization
- Ensures seamless failovers from production to disaster recovery (DR) systems
- Replicates data from the DB2 for i source to the customer and agency portal database (Microsoft SQL Server) using Connect
- Allows the company to generate reports on the DR server using real-time data, thereby reducing the workload on the production system

## Technologies

### Software:

- Takaful Malaysia: Custom-developed applications and portal
- IBM: IBM i and DB2 for i
- Precisely: Assure MIMIX HA and Connect

### Hardware:

- IBM Power 720 servers

"Due to the nature of our business, we depend on IT to strategically differentiate us from our competitors. We use IT to not only fulfill our ongoing commitment to serve external and internal customers, but also to ensure that systems and data are continuously available."

— Patrick Wong Takaful Malaysia's Chief Information Officer