

# Data Migration Case Study

## Insurance company successfully migrates their data from GenIRIS Claims Management System to iVOS Claims Management System

### Executive Summary

**Customer :** A leading provider of workers' compensation insurance and related services.

**Industry :** Insurance ( Property & Casualty)

#### Business Challenges

- Understanding the unusual data structure of a legacy Claims System- GenSource and migrating the database into a new claims management system from Aon eSolutions iVOS (product of Aon eSolutions)
- Resource crunch due to concurrent updating of multiple in-house systems

#### 4iSoft Solution

- Leveraged strong expertise in multiple-claims systems
- Diligent execution of laid down project plan

#### Business Results

- Project completed successfully with downtime of only a single business day
- Data perfectly balanced, including historic month-end financials
- No fall-outs or rework

### Challenges

The client had been using the GenSource client-server based integrated risk information system - GenIRIS, for over a decade. And wanted to migrate to the web-based claims administration system, iVOS, offered by Aon eSolutions. In addition to the standard challenges that would typically occur with any data migration, this client faced a resource limitation since they were updating other in-house systems concurrently, and they were having trouble extracting all of their GenIRIS data.

### The Solution

The client chose 4iSoft due to its deep understanding of a variety of claims management systems, coupled with its strong IT expertise in data extraction, data migration, and conversion methodologies. 4iSoft was uniquely qualified for the project since staff had experience with not only the target iVOS system and its SQL Server database, but also with the source GenIRIS system and its unusual UniVerse database.

With this experience, 4iSoft could handle the project end-to-end with minimal demand on the client's or Aon eSolutions' time so they could focus on the iVOS customization required for the implementation.

### Approach

The conversion was broken into multiple phases. Comprehensive conversion methodologies were applied to ensure data integrity and an error-free, hassle-free migration of the data from the one claims administration system to the other.



**4iSoft LLC is an 'Insurance-centric IT services company'** specializing in Application Development, Database Migration, Interface Development, Medical Bill Entry & Adjudication, IT Infrastructure Support, QA Services, and Staffing Support. 4iSoft has years of experience working with progressive insurance carriers, third party administrators, JPAs and self insured corporations to cater to their unique technology needs.

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## Methodology

### Step 1 : GenIRIS Data Extraction and QA



- ☀ All GenIRIS tables and fields with data were identified.
- ☀ Decisions were made with the Client on the data to migrate.
- ☀ The GenIRIS UniVerse data was scrubbed as necessary to ensure it could be populated successfully in the iVOS SQL Server database.
- ☀ Extensive balancing was done to ensure the extracted data balanced to the native UniVerse data.

### Step 2 : Data Mapping



- ☀ Mapping documents/conversion specifications were created in the target system (iVOS) database format, identifying how each iVOS system table and field would be populated from the extracted GenIRIS data.
- ☀ 4iSoft worked interactively with the Client and Aon eSolutions staff to resolve data mapping issues.

### Step 3 : iVOS Database Update



- ☀ Conversion routines were built by 4iSoft to populate the target system database per the conversion specifications in the mapping document.

### Step 4 : iVOS Database QA



- ☀ QA scripts were created that matched the conversion specifications to validate the data populated in the iVOS database against the extracted GenIRIS data.
- ☀ Balancing scripts were created to match the converted financial data against the Client's historic financial reports

### Step 5 : Conversion Execution (And Final Conversion)



- ☀ The converted iVOS database was handed off to Aon eSolutions to validate and then connect to their software release for the Client.
- ☀ The Client performed their UAT using the converted data with the iVOS application.
- ☀ For each trial, the conversion routines and QA scripts were modified to handle the customization and new database updates done by Aon eSolutions for the Client, and the balancing scripts were re-executed.
- ☀ The hand-off of the database was done as a repeatable process so the same procedures could be followed for each trial run and the final conversion run.