

Goal: Modernize a twelve-year-old application to eliminate in-house workaround solutions that were unstable, difficult to maintain and resulted in daily synchronization problems with required new technologies.

Challenge: Avoid spending up to \$10 million to purchase or develop a brand-new system (with implementation and training costs).

Solution: Desjardins contracted with Cincom Professional Services for an upgrade to VisualWorks 7.7. Now they can take advantage of new development tools such as .NET and use newer operating systems such as Windows 2008, as well as network protocol support and Web services that the new environment offers.

Expected Results:

- Significant savings from being able to keep the current claims application, which is now easier to maintain and communicates directly with new platforms, as opposed to purchasing or building a new claims system.
- Smooth transition for the end-users of the claims application, who appreciated improvements in the new version (such as the ability to use the mouse wheel to scroll)

Desjardins Saves \$10 Million with Cincom® VisualWorks® Upgrade



One of the Highest Customer-service Ratings in the Industry

Desjardins General Insurance Group (DGIG) is one of the largest and most successful insurance companies in Canada. Through its subsidiaries, DGIG delivers car and home insurance products directly to consumers, small businesses and partner groups. As part of a \$1.4 billion organization, DGIG has been in business for over sixty years and has over four thousand employees serving 1.6 million customers in Quebec, Ontario and Alberta. They have one of the highest customer-service ratings in the industry, so naturally they wanted to ensure their competitive edge. Desjardins has been using Smalltalk since 1998. When their Claims Application needed an upgrade, they called Cincom Professional Services.

Cincom and Desjardins: a Good Working Relationship

Headquartered in the United States, Cincom Systems is an international organization with offices around the world including Canada. According to Jacques Maltais, Desjardins Director of Development and Implementation for Claims and Enterprises, "Cincom's expertise and knowledge of the system were the most important elements of why we contacted Cincom Professional Services to do the upgrade."

"The conversion was better—much quicker—than we anticipated."

– Charles Brochu, Desjardins Technical Project Leader

Combining Desjardins' knowledge of the claims application with Cincom's knowledge of VisualWorks, the upgrade team was able to quickly and efficiently analyze the upgrade, move the code to the version control system and get the application running correctly on the new version of VisualWorks. Team communication was accomplished by telephone, e-mail and regularly scheduled meetings. According to Charles Brochu, Desjardins Technical Project Leader, "Telephone calls were efficient and pleasant, and any variances were quickly corrected by the Cincom consultant."

After the upgrade was complete, Cincom trained Desjardins' developers on the new version of VisualWorks. "The Cincom consultant was rigorous and efficient in responding to questions, and the training material was well presented," said Brochu.

Upgrade Service Process Expertise Results in Powerful ROI (and Happy Users)

By relying on the service-process expertise of Cincom Professional Services, Desjardins was able to focus on the daily tasks of running their business for their customers. Not only did Desjardins amplify their ROI from the investment in their application suite and gain new functionality, they were able to make this change invisibly to their users. According to Maltais, "By allowing us to keep our current claims application as opposed to purchasing or building a new one ourselves, Cincom saved us at least \$10 million."

"The quality of the work performed was excellent, and the entire experience was great. We would certainly recommend Cincom Professional Services."

– Rosemarie Mercier, Desjardins Project Leader



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