



SECURELY MOVING CONTENT MANAGEMENT TO THE CLOUD

Liberty Mutual Managing More Than 1 Billion Documents in the Cloud with ASG Technologies

“ASG Technologies Mobius suite allows us to stay nimble with the changing challenges in our industry. Liberty Mutual and my team members are very happy with the direction Mobius software is going. With the cost savings we expect to see from implementing Mobius on AWS, we will begin to reinvest savings into new development rather than ongoing maintenance.”

Eric York

Technologist / Acting,
Architect for Commercial Insurance
Document Solutions
Liberty Mutual

! CHALLENGE

Liberty Mutual Insurance is a diversified global insurer and the second largest property and casualty insurer in the U.S. With over 50,000 employees, 900 offices worldwide and 40 billion records, Liberty Mutual Insurance requires a high volume, flexible solution to house their records and reports. As a leader in the insurance industry, Liberty Mutual wanted to reduce their data footprint and completely eliminate data centers within their organization within the next five years by moving to a public cloud solution.

Liberty Mutual has numerous vendor repositories that were built tightly coupled to business applications, which made them too difficult to adapt to a changing infrastructure. If they were to migrate into the cloud, the leadership at Liberty Mutual forecasted significant cost savings, security improvements beyond the Liberty Mutual PCI compliant network, and stability improvements. They chose Amazon Web Services (AWS), which claims companies moving to their cloud solution will save a minimum of 30% of current infrastructure spend. Liberty Mutual's internal fact finding did not dispute that claim.

The effort to move each of Liberty Mutual's content repositories to another hosting platform or convert the repositories to a different environment proved problematic and expensive. Upgrading the existing systems would have been too laborious a process and required the coordination and collaboration of over a dozen teams across the entire organization.

Liberty Mutual would need to move their content to the cloud quickly in order to remain competitive against newer businesses that do not have legacy systems and began their businesses with cloud based services.

SOLUTION

Liberty Mutual used ASG Technologies' Mobius as their content management system to direct documents, print streams, and reports from every content producing and content consuming business team in their organization.

ASG worked with Liberty Mutual to create a solution that required minimal resource effort and ease of use. Compared with other options, Mobius was able to provide the benefits in a quick timeframe. Of only two available options, Mobius was the flexible enterprise content solution of choice that supported Liberty Mutual on Amazon Web Services.

"Mobius supports the old and the new. This is a big deal when attempting to move and become nimble. We can leverage our legacy systems by using Mobius but we can also use new technologies that startup competitors have begun implementing. Mobius for AWS helps us address the external and internal challenges of our industry," Harrison said.

Harrison went on to explain that the Mobius suite of technologies would also support open source (ie: Tomcat) / industry standard specifications (ie: CMIS) and allow Liberty Mutual to bridge from mainframe, multiple legacy repositories to cloud based systems like AWS. In addition to managing document repositories, the Mobius for AWS is enabling dozens of business applications to find and retrieve documents from multiple document repositories seamlessly. Extraction of these repositories through Mobius provides more time for the Liberty Mutual Document Management team to migrate repositories with no impact on business productivity.

RESULTS

Mobius became the primary archive content repository for formatted documents on Amazon Web Services. ASG houses regulatory archives for long term preservation and day-to-day access, providing advanced Federated Search methods to support access to unlimited content by thousands of Liberty Mutual associates.

Mobius enabled Liberty Mutual to continue directing documents from multiple lines of business without having to worry about the format of the incoming media. The makeup of the content ranged from Xerox meta-code, MOD:CA, Microsoft Word documents, PDFs, mainframe EBCDIC, ASCII text, JPGs, video files, and audio files.

Moving off of the mainframe to content repositories gives Liberty Mutual greater control over archival, distribution, access and integration of all of the content in their company. Their end-user community can access their information with complete transparency.

By using ASG Technologies Professional Services, Liberty Mutual was able to implement Mobius much quicker, saving the company implementation time and costs. With additional savings on infrastructure spend (computing and storage costs), as well as reducing employee overtime, Liberty Mutual can reinvest its savings into new development initiatives rather than ongoing maintenance costs.

“We looked over our industry and saw two major challenges. One external and one internal. The external challenge is that startup companies can chip away at our market share because they can go straight to the cloud. The internal challenge is the changing work force. New employees want to work with the new and innovative technologies that cloud solutions provide.”

Bryan Harrison

Senior Software Developer/
Acting Principle of
Archive Design
Liberty Mutual

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