



Solution Brief



Partner Profile: CSC

CSC is one of the world leaders in the IT and professional services industry. With more than 50 years of service excellence, CSC helps its clients use IT more efficiently to improve their operations and profitability, focus on core competencies, and achieve business results such as increased agility, innovation, and top-line growth.

Ranked 155 on the Fortune 500 for 2011, CSC has 93,000 employees operating in more than 90 countries, and generated \$16.1 billion in revenue in 2010.

Partner Application: Java Version of POINT IN

POINT IN is a platform-flexible, function-rich policy administration system with broad support for all lines of businesses including personal, commercial, workers' compensation, niche and specialty lines. POINT IN lets carriers integrate all of their core and supporting functions into a single system—including policy administration, claims management, billing and collections, document management and reporting, and many others—on a platform of their choice.

For more information, please visit www.csc.com.

About Microsoft

Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services, and solutions that help people and businesses realize their full potential.

For more information, please visit www.microsoft.com.

Testing Confirms the Scalability, Performance, and Value of Microsoft SQL Server for CSC's POINT IN

CSC's POINT IN® policy administration system is widely known in the insurance industry as the leading end-to-end property and casualty (P&C) administration software. It has the largest active customer community, with more than 100 carriers using the system to process and support virtually all lines of business in all states.

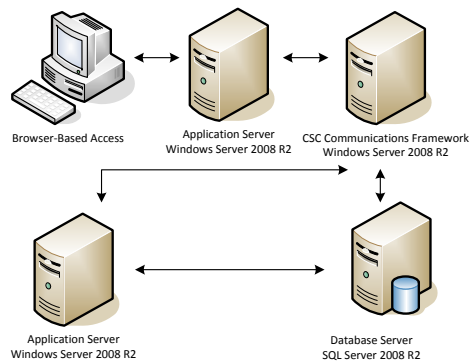
POINT IN is one of the few end-to-end P&C administration systems that can run on multiple platforms, including the Microsoft application platform.

As part of its commitment to quality, CSC joined with Microsoft to test the scalability and performance of the Java version of POINT IN on Microsoft SQL Server 2008 R2 and Windows Server 2008 R2.

The test results were impressive, demonstrating that by using the Java version of POINT IN on the Microsoft platform, CSC customers can obtain the processing throughput they need at a lower cost per transaction.

An Introduction to POINT IN

POINT IN uses a multi-tier design. The basic infrastructure is shown below.



"It is clear that SQL Server running on Windows Server meets our throughput expectations. From a scalability standpoint, we see this as a major strength of deploying POINT IN on the Microsoft platform.

We see near-linear scalability with SQL Server, and it is generally less costly to add memory or processors to an industry-standard hardware than it is to add more specialized hardware."

*John Zourzoukis
POINT IN Strategy
Property & Casualty Division, CSC*

- **Presentation tier**
Insurance-carrier users access POINT IN using a browser, avoiding the need for downloading client-side applications. Content can be delivered using Microsoft Internet Information Services (IIS) web server technology.
- **Middleware communications tier**
The CSC communications framework, hosted on a computer running Windows Server 2008 R2, serves as the communications hub for service-oriented architecture (SOA) interactions between the core policy administration system and the additional applications, such as Advanced Claims™ and Agency Link™.
- **Application tier**
The core POINT IN application is hosted on a computer running Windows Server 2008 R2.
- **Database tier**
All policy data and other essential information is stored using SQL Server 2008 R2.

CSC Solutions on the Microsoft Platform

POINT IN joins other CSC solutions that are deployed on the Microsoft platform, including:

- **Agency Link**
Software that helps agents more effectively sell and service P&C insurance policies, helping carriers grow their business and become the agent's carrier of choice.
- **Colossus®**
An expert system that assists adjusters in the evaluation of bodily injury claims.
- **Legal Solutions Suite®**
Software that helps simplify the outside-counsel billing process, analyze legal expenses, document law firm performance, and create a collaborative electronic workspace for budgeting, planning and strategy.
- **RISKMASTER®**
The leading independent system for risk and claims management.

"These applications, developed in .NET, are Microsoft-based and communicate with our core POINT IN application using XML messaging and middleware," says Steve Crosby, senior architect at CSC. "Creating POINT IN J completed the package for us. We now offer a complete policy administration system for the Microsoft platform."

Benefits of SQL Server 2008 R2

SQL Server 2008 R2 provides a reliable, cost-effective, low-maintenance database framework for POINT IN. SQL Server is comprehensive, integrated, and enterprise-ready data-management software that can support the largest and most process-intensive deployments.

- **Scalability and performance**
SQL Server includes many features that help CSC customers scale up and scale out as their businesses grow.¹
- **Lower hardware costs**
SQL Server runs on standard commodity server hardware, providing dramatically lower total cost of ownership (TCO) for utilities compared to mainframe computers.
- **Lower software costs**
With SQL Server, customers can typically enjoy a 3:1 reduction over the largest competitor in licensing costs.²
- **Simpler systems management and lower staffing costs**³
SQL Server database administrators (DBAs) can typically manage three times as many physical databases as competitors' DBAs.⁴
- **Lower maintenance costs**⁵
SQL Server first-year maintenance costs are up to 77 percent less than those of the largest competitor solutions.
- **Fewer security vulnerabilities**
SQL Server has consistently had fewer security vulnerabilities than the largest competitor solutions.⁶

Using SQL Server, CSC customers can take advantage of reduced licensing, hardware, administration and support fees, in addition to enterprise-class performance and scalability. Hundreds of organizations are currently running 10-terabyte and larger transactional databases on SQL Server.⁷

Testing Confirms Scalability, Performance, and Value

To test the performance and scalability of the Java version of POINT IN on a SQL Server 2008 R2 database, CSC and Microsoft performed a variety of functional unit, load, and scalability tests, placing real-world workloads against commodity servers. Use cases included new business and endorsement entries, cancellations, reinstatements, claims entries, and all types of inquiries for personal, commercial, and workers' compensation policies. This traffic simulates a large POINT IN customer with approximately 500 concurrent, very active POINT IN users. The 60 GB database used for the tests held approximately 450,000 policies and 600,000 clients.

The tests were performed on industry-standard hardware (including a quad-core, 2.4 GHz, 12 GB RAM database server) to simulate a realistic cost of ownership. "The cost per transaction is absolutely critical to our customers," Crosby says. "Our testing has shown that it is not necessary to make a large investment in specialized hardware to support significant transaction volumes."

The test results were impressive, confirming that CSC customers can support their POINT IN data needs with a low TCO. These results are summarized in the table below.

Test results for POINT IN on SQL Server 2008 R2

User screen operations per second	40 average	263 maximum
Database batch requests per second	550 average	3,342 maximum
Average memory, database server	7,189 MB	
Average CPU utilization, database server	35 percent	

Conclusion

The Java version of POINT IN running on SQL Server 2008 R2 provides CSC customers with performance, scalability, and value. According to Jeffery Schwalk, president of CSC's Property and Casualty Insurance Division, "With POINT IN now available on the Microsoft platform, CSC continues to deliver modern, flexible, and highly configurable solutions to ensure clients can respond to changing market conditions quickly, and position themselves for continued growth."

Links for Further Information

- [Microsoft and CSC Alliance Site](#)
- [News Release: CSC's POINT IN Insurance Administration Software Now Available on the Microsoft Platform](#)
- [POINT IN Product Brochure](#)

¹ <http://www.microsoft.com/sqlserver/2008/en/us/performance-scale.aspx>

² <http://www.microsoft.com/sqlserver/2008/en/us/value-calc.aspx>

³ <http://www.microsoft.com/sqlserver/2008/en/us/compare-oracle.aspx>

⁴ http://www.alinean.com/PDFs/Microsoft_SQL_Server_and_Oracle-Alinean_TCA_Study_2010.pdf

⁵ <http://www.microsoft.com/sqlserver/2008/en/us/compare-oracle-calc.aspx>

⁶ NIST National Vulnerability Database, <http://nvd.nist.gov/>

⁷ <http://www.microsoft.com/presspass/italanalyst/docs/06-30-09EnterpriseDatabaseManagementSystems.pdf>