

## Helvetia Case Study

## INTRO

# Focus on strategically important tasks by reducing the workload in daily business

## THE COMPANY

### Simple. Clear. Helvetia.

Helvetia is a quality-oriented all-lines insurer that is one of the leading insurance companies in Switzerland with a business volume of billions. In Switzerland more than 1.3 million customers placed their trust in Helvetia due to the fantastic employee contributions and their person commitment. This trust was established over 160 years ago. With its Helvetia 20.25 strategy, Helvetia is pursuing the goal of being the best partner for financial security and setting standards in customer convenience and access. A prerequisite for achieving this goal is the ability to interact with partners.

## THE CHALLENGES

### Increase customer satisfaction by shortening the waiting time for online interactions

The partner ecosystem is a central building block for the digitisation of Helvetia. The Broadcom Layer 7 API Gateway is one of the core infrastructure components which enables partner access. Disruptions, waiting times and cumbersome processes for online interaction are a competitive factor in the modern platform society which is becoming increasingly important: Without stable operations, there is no real “customer convenience.”

In addition, the Broadcom CA Enterprise Service Manager (ESM) used by Helvetia reached its end-of-life (EOL) status in October 2021. It was therefore necessary to find an alternative method for the deployment processes of the web

services and the associated Gateway resources in order to keep Helvetia operational in this context. With the APIIDA API Gateway Manager, among other aspects, the creation and updating of services on the different stages (DEV, INTG, PROD) can be easily realised. Using the APIIDA API Gateway Manager as a deployment tool is just one of its many possible uses.



**“ With the APIIDA API Gateway Manager, we automated the movement over different stages in addition to certificate and dependency checks, reducing time and risk for new API Services.“**

MAIK SCHÄRER  
PRODUCT OWNER INTEGRATION  
HELVETIA INSURANCES

# A holistic solution to simplify day-to-day operations

In order to guarantee continuous and high-performance API Management, Helvetia decided to commission extended support beyond manufacturer standard support and maintenance. APIIDA was able to close the gap very quickly and is now responsible for the secure and stable operation of the API Gateways through which Helvetia's partner ecosystem is connected and operated.

The APIIDA API Experts always act with a view to the highest quality level of reliability and with a focus on a perfect customer experience. This includes securing the services in the partner ecosystem internally and externally through encryption as well as the establishment of secure communication channels. APIIDA, with its recognised expertise specifically in Broadcom Layer7 API Management was the obvious choice for this.

The APIIDA API Gateway Manager was installed in Helvetia's infrastructure and integrated into the company's daily processes.

In addition to taking over all process steps that were previously carried out by the Broadcom Enterprise Service Manager, the processes were expanded incrementally with functions that are only possible through the use of the API Gateway Manager. The processes were automated to a higher degree and the functions used by Helvetia include the migration of services between the individual stages, the rolling back of faulty migrations, and the success control.

Helvetia was also able to expand the monitoring of the Broadcom Layer7 infrastructure and is now proactively informed by the system as soon as problems arise or the quality of service is reduced. New services use the service templates provided by APIIDA, which guarantee the uniform structure and supportability of such services and a faster TTM.

**“ It was a great move to outsource the daily operation to the APIIDA Expert Services team and integrate them into our daily routine.”**

MAIK SCHÄRER  
PRODUCT OWNER INTEGRATION  
HELVETIA INSURANCES

## APIIDA Expert Services Support

- ✓ Initial health checks to identify potential deficits and to address the corresponding optimisation measures.
- ✓ Regular reviews at the appropriate level to anticipate Broadcom's global product management roadmap for this product line.
- ✓ Advise on version, compatibility issues and perform a release upgrade to version 10 followed by migration into production.
- ✓ Technical support in acute problem scenarios as well as preventive support.
- ✓ Measures that support high availability.

# Confident transition into the era of API 3.0

Helvetia builds on a strong network of agents and distribution partners. Thus, together with the support of APIIDA's API Experts, a close, constructive cooperation with Helvetia's team could be achieved within the framework of "Enhanced Support Services". This enabled the two teams to jointly gain a sound knowledge of the environment and its operation. This has allowed Helvetia to integrate APIIDA into its operations in the form of operational support.

The "Enhanced Support Services" create the framework for relieving Helvetia's own employees from a number of daily business activities whilst entrusting them with more strategically important tasks.

As a central element of Helvetia's digitalisation strategy, APIs and thus API Management are of great importance. The use of APIIDA API Gateway Manager and its associated processes proved themselves to be vital components which ensure the continuation of tasks in the usual high quality without impacting customer experience.

This necessary replacement of the Enterprise Service Manager was completed in a controlled manner and without issue.

With the help of the APIIDA API Gateway Manager, the migration to the various stages, including the configuration adjustments required for each respective stage, could be automated. This is particularly important because the Broadcom Layer7 API Gateways are an essential part of Helvetia's security strategy and serve as perimeter security. As a result, the improved processes lead to higher availability and lower error rates in operations. These benefits are further enhanced by the improved and expanded monitoring. Helvetia employees are thus not only informed about impending resource shortages or a deterioration in service quality, but also about potential problems with the underlying database.

In this way, bottlenecks can be relieved before a possible failure and the diagnostic times in the event of errors can be greatly reduced. By using the service templates of the APIIDA API Gateway Manager, Helvetia's services have been standardised and are easier to maintain as a result. The high degree of standardisation has also reduced the time needed to create new services.



**"Helvetia is a forward thinking, agile company already investing in API 3.0"**

**PETER MÖRSCH**  
HEAD OF SALES & BUSINESS DEVELOPMENT  
APIIDA AG



## CONCLUSION

With the support of APIIDA, the service can continue to be provided to Helvetia with the same high quality despite the change in Broadcom's partner strategy.

Through the additional use of the APIIDA API Gateway Manager, Helvetia benefits from higher quality with less effort. This means that Helvetia's team can transform its time and resources from manual routine tasks to more beneficial tasks like further development of Helvetia's strategy.



**“ We successfully help Helvetia to secure inbound and outbound API calls since 2020 with the Layer7 Broadcom API Gateway. In this role, we do provide technical expertise and consultancy as well as professional support services.”**

**NIKLAS BREUER**  
SENIOR SOLUTION ENGINEER  
APIIDA AG

## ABOUT APIIDA - THE API MANAGEMENT EXPERTS

APIIDA is the market leader in API Management 3.0, combining leading technology with expertise and a deep desire to deliver an outstanding customer experience. Our products and services put APIs front and center and enable customers to rapidly grow new business models and offerings. Our customers shall not be limited by vendor lock-ins or technology decisions that hamper change. Instead, they should rely on open standards and vendor-independent technology, enabling them to embrace change.

APIIDA was founded in 2017 and is headquartered in Darmstadt, Germany. The company serves over 300 organizations globally, across a wide range of industries.