

## CG-FNAIM Improves Customer Service and Productivity with LegaSuite

The CG-FNAIM Group underwrites 5.4 billion euros for its 8,500 real estate agent members, offering them liability contracts and legal protection for their business. Through its wholly-owned subsidiaries, the group provides a broad range of insurance products such as coverages for unpaid rent, cancelled holiday rentals and failed transactions.

### Integrating underwriting with the extranet

For several years CG-FNAIM had been using an extranet to share information with its members and clients. Members could log in to access customer documents, accounts, claim files and audit reports.

CG-FNAIM wanted to combine the information available on the extranet with its green-screen underwriting application. This dictated a complete revision of the underwriting application to modernize it and make it more user-friendly for the 60 customer service agents who used it.

CG-FNAIM also wanted to improve the workflow agents went through as they performed their daily client account management work. They wanted to replace the inefficient process of manually navigating through the underwriting application while going back and forth between the extranet and e-mail, calendar and word processing applications.

### Redesigning the application with no coding

"We wanted more than the usual revamping. We expected a user interface that was completely different from the green screen one, while capitalizing on new technological capabilities and transforming existing files into tabbed pages with the possibility of adding text, checkboxes, pull-down menus and help windows," said Patrice Gaillot, CG-FNAIM IT Manager.

After evaluating several solutions for their legacy application modernization, CG-FNAIM selected LegaSuite GUI from Seagull Software.

"Among the different solutions, LegaSuite GUI was the only one that offered so many possibilities to personalize the user interface and integrate with Web and office applications," said Gaillot. "Within three months, we built a new user experience that is consistent with our portal standards, without re-writing one line of code on our host application."

*Founded in 1965, the CG-FNAIM Group is the leading real estate underwriter in France, delivering 5.4 billion euros of financial guarantees to more than 8,500 member real estate agents and trustees.*

To speed up and simplify access to and management of client files, CG-FNAIM chose to develop a new Web interface with LegaSuite that consolidated all of the applications into a single portal.

### Combining applications leads to improved productivity and customer service

The user interface was completely redesigned. Some of these improvements included a "favorites" functionality that displays a user's most visited screens, tabbed pages to allow for quick navigation, links which allow users to open an e-mail message populated with a customer's e-mail address, and renaming confusing service codes to reflect more commonly used terms. "Our employees rediscovered the application," said Gaillot. "Some functions had been unknown because the legacy application was not intuitive. With LegaSuite these are now clear, and our employees are able to provide better service to our clients."

Another advantage: new employees and temporary workers are learning the application more easily and are becoming proficient in it much more quickly.

Today, the application is used by 80 employees, including 20 mobile workers, sales representatives and auditors. Overall, the project involved 150 days to design the UI look and feel, specify the workflow changes, and build the new GUI over the 1,500 screen application. With the initial project behind them, CG-FNAIM personnel can now design new GUI screens in 25 minutes, and modify existing GUI screens in five minutes. Results like that are sure to guarantee satisfied customers and better customer service.

*"Our employees rediscovered the application. With LegaSuite, our employees are able to provide better service to our clients."*

*Patrice Gaillot  
IT Manager  
CG-FNAIM*



*Seagull Software specializes in powerful technology for connecting proprietary legacy applications to service-oriented architectures in J2EE and .NET environments. The LegaSuite® platform of integration, Web-enablement and terminal emulation solutions reflects over 14 years of legacy liberation experience, and is used by over 8,000 organizations around the world for business-critical operations.*

*Every day, millions of end users depend on LegaSuite for online banking, relocation services, e-government, insurance claims processing, cable/utility/telecom call centers, kiosk bill payment, online order processing and many other important business processes.*

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