



The Insurance Ecosystem – A Challenging Environment for Integration

The Insurance industry is made up of a very diverse mix of systems – both legacy and new. While investing in new systems can offer significant improvements in both operational efficiency and management effectiveness, the greatest benefits can only be realized when the new systems can be integrated with those already in place. From cloud solutions with modern APIs, to in-house siloed applications – there is a broad spectrum of systems in use today across the ecosystem, each producing and consuming valuable information needed for the successful operation of the individual businesses. Unfortunately, having to contend with a nearly infinite mix of operating systems, databases, data formats and communication protocols has prevented many in the insurance industry from maximizing the value of their investments.

Legacy and New Systems Have to Coexist

Often, upgrading or replacing legacy systems to support new standards or technology simply isn't cost effective or feasible. The reality is that organizations must be able to work around these constraints by supporting both the old and the new.

Middleware Integrates All Systems

The answer is to make the legacy systems "integration-capable" by deploying an advanced middleware solution that enables connectivity, data transformation routing, receipt and delivery of information between systems new and old, internal and external to the organization. Only then can any system anywhere be connected with any other system, enabling the sharing of information to unlock the true potential of the latest innovations in information systems. The PilotFish eiPlatform integration engine is that middleware. The eiPlatform enables

an organization to "loosely couple" all of its systems, connecting offerings from various vendors and of different ages and technologies. The result is flexibility and adaptability that is impossible to achieve by hard-coding point-to-point integrations directly into each application.

Integrate Anything with Anything

By using a simple graphical interface "assembly line", implementers can connect anything to anything – including legacy and new technology that may have been developed using different data models, designs or architecture. Designed to be flexible and infinitely extensible, the eiPlatform is compatible with all popular databases, operating systems, data formats and communication protocols. Additional benefits to be realized include:

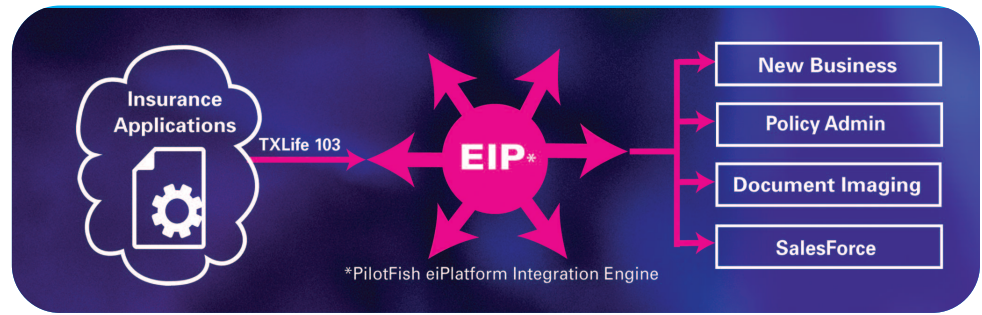
- Dramatically lowering the total number of interfaces required between internal and external business applications by implementing a many-to-one and one-to-many (common model integration) method of managing interfaces.
- Rationalizing the configuration, management and execution of integrations into a consistent "assembly line" process (regardless of the data formats or connectivity protocols involved), thereby reducing the number of tools and technologies the IT staff must master and maintain.
- Delivering connectivity, validation, data transformation and delivery of information utilizing an extensive list of built-in adaptors, data format readers and data transformers.
- Enabling the implementation of the latest insurance industry standards while still supporting standards currently in use – such as DTCC, ANSI X12, CSV, XLS and the proprietary formats of internal and external applications and services.

PilotFish - Facilitating Integration in Virtually Every Area of Insurance

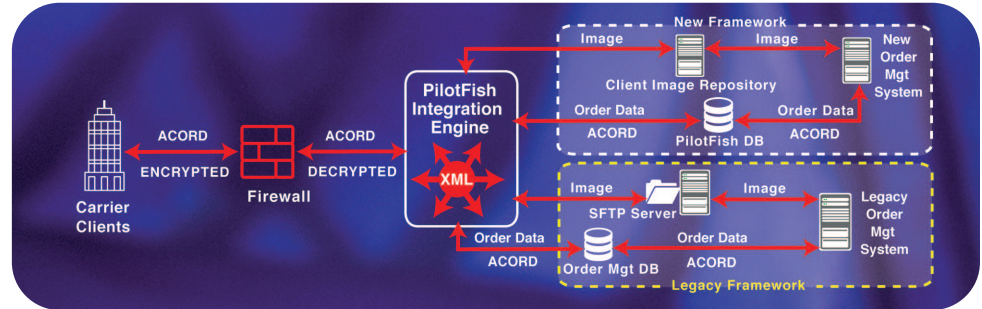
The insurance industry is made up of a web of complex integration scenarios. PilotFish meets the needs of carriers, third-party providers, standards organizations, distributors and others with an architecture that is both extensible (using open source components) and flexible enough to keep up with an evolving technology landscape and ever-changing requirements.

PilotFish meets these needs by utilizing:

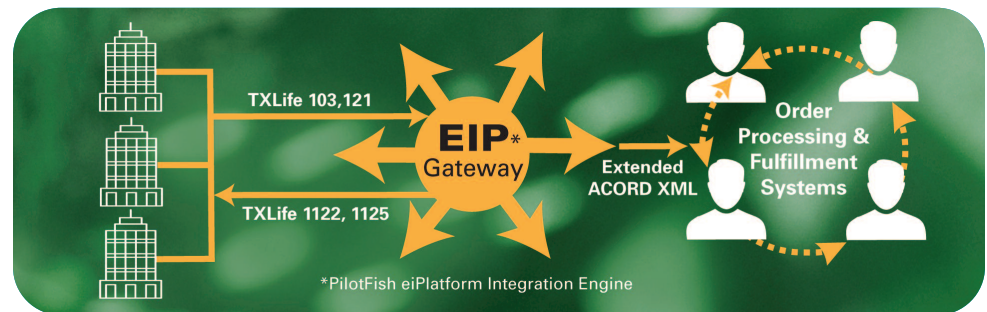
- Over two dozen easily configurable, built-in adaptors that handle virtually any kind of connectivity requirement.
- Over 100 Processors that provide a variety of quick-to-configure data manipulations – including compression, encryption, validation and unstructured data handling.
- Special components that can seamlessly handle the differences in data formats, varying versions of standards and incompatibilities caused by customization or extension of standards.
- Format readers that can instantly read in and convert old and new formats – flat files, ACORD, DTCC, AL3, EDI, XLS, CSV and others into an XML representation that is readily mapped to the format required by a target system.
- A common model method of integration where all incoming data formats are converted to a single common XML representation and from that single representation to a format consumable by the receiving system(s).
- An open, extensible architecture that allows implementers to leverage a simple API to add modules to the base product “on-the-fly” using Java or .NET classes.
- A flexible deployment model with an engine that can be deployed in a light-weight container alongside a device, on a single server, in a cluster, federated or in the cloud.



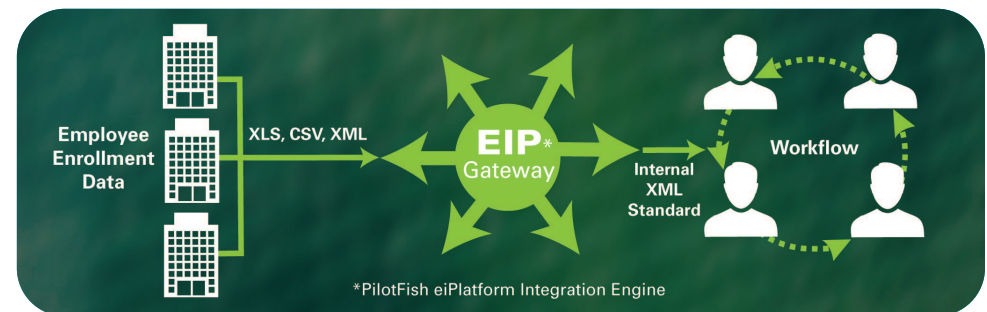
Straight Through Processing – This major North American carrier has implemented real-time processing of ACORD TXLife 103 new business transactions entered from Web-based point of entry systems, straight through to multiple downstream policy management systems. PilotFish provides validation, data transformation, routing and delivery of the transactions to downstream systems – new business, policy administration, Salesforce and document imaging.



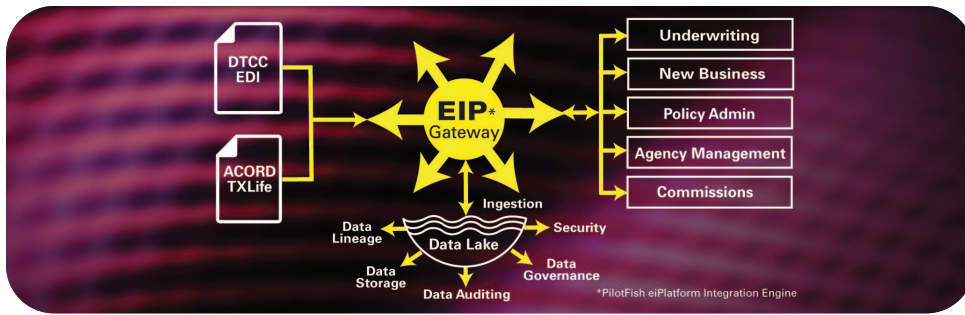
Clinical Laboratory Integration – This leading national clinical laboratory performs hundreds of thousands of tests every day and deals with huge volumes of data from many disparate systems. The lab leverages PilotFish to support real-time data integration and to ensure the integrity of the data from its very diverse client base.



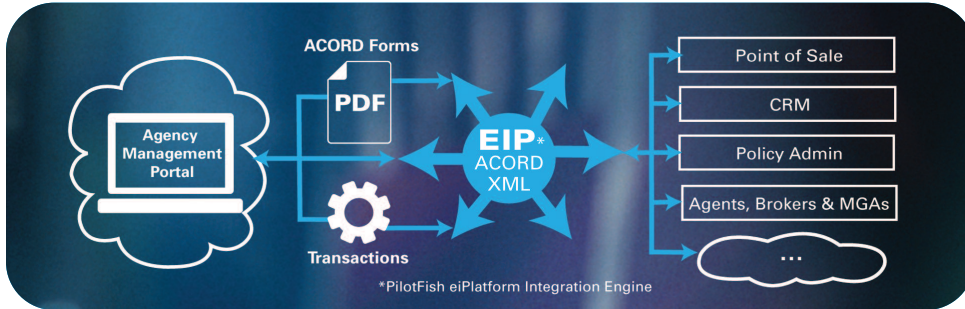
Requirements Ordering – This third-party provider of medical information services gained competitive advantage by enabling requirement orders, statuses and results to be sent and received in any format or transport protocol desired by their customers. The eiPlatform translates any non-standard formats to and from ACORD TXLife 121, 1122, 1125 and 103 transactions for the third-party provider’s internal order processing. PilotFish then delivers statuses and results back to the customer in whichever version or implementation of ACORD or customer defined format the customer requires.



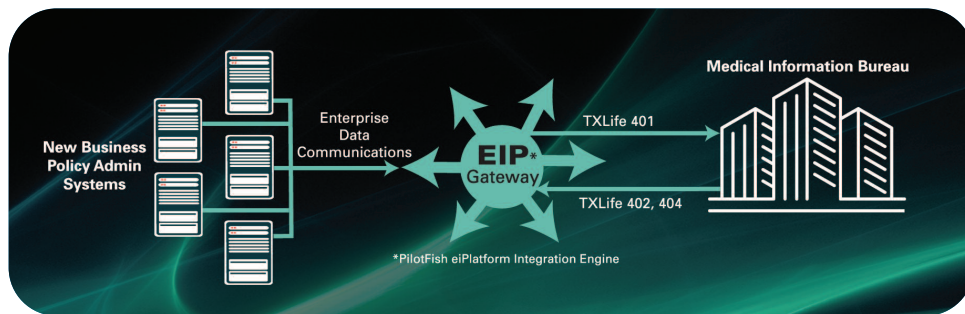
Enrollment Processing – This nationally recognized supplemental health insurer implemented the PilotFish eiPlatform to automate the processing of their client’s employee enrollment data. The client enrollment data is received as disparate file types and formats, including XLS. Using PilotFish and applying various business rules and edits, the enrollment data is converted into an internally defined XML standard for seamless integration into the organization’s user-facing workflow solution to manage the end-to-end processing of the enrollments.



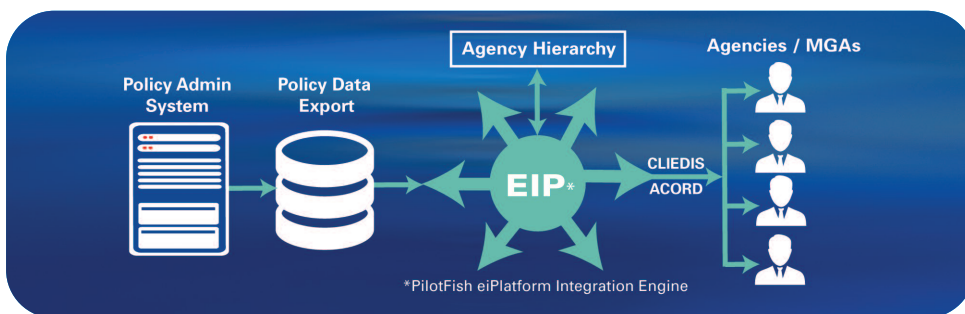
Enterprise Integration – This Fortune 100 insurance company has implemented the eiPlatform to support the transformation of internal and external data feeds to and from industry standard formats such as DTCC, EDI and ACORD TXLife as they traverse the organization’s vast infrastructure. Implemented as a gateway, PilotFish provides access to a data lake and other IT assets throughout their organization.



Agency Integration – This Value Added Reseller (VAR) has extended the eiPlatform to enable the integration of their suite of products with each other and with external services. P&C carriers throughout the country rely on this enhanced private label solution to aggregate third party data for display in their agency portal, automate processing of ACORD Forms data and to acquire risk information from various cloud providers.



Medical Information Bureau (MIB) Interfacing – This company, one of the largest financial services companies in the world, had multiple policy administration systems of different brands, vintages and technology stacks. When the Medical Information Bureau upgraded their communications standard to a new HTTPS SOAP Web Service protocol and implemented the ACORD TXLife standard for Inquiries and Results, this company chose PilotFish as the single solution to support integration with all of their disparate policy administration systems.



ACORD/CLIEDIS Policy Data Transformation – This Canadian insurance group has deployed the eiPlatform to transform a massive policy file exported from their policy administration system into a set of CLIEDIS/ACORD standard transactions. The PilotFish system then reads the carrier’s agent hierarchy to parse the transformed data for electronic distribution to over 30 agencies and MGAs throughout the country.

A Future-Proof Solution That Grows With You and the Industry

PilotFish has been architected to provide the flexibility, extensibility and compatibility your organization needs to keep up with a changing insurance technology landscape:

- Flexible so that you can expose both modern (e.g., web service) and legacy (e.g., file-based) endpoints.
- Extensible in that all of the components that comprise the eiPlatform framework and deployed interfaces are written in Java, thereby are easily configurable and extensible through open APIs.
- Compatible because PilotFish supports all of the popular application servers, operating systems and platforms – so it is certain to work within your IT infrastructure.

W3C Standard Technology Natively Interoperable

The World Wide Web Consortium (W3C) was created in October 1994 to lead the Internet to its full potential – by developing common protocols that promote its evolution and ensure interoperability. PilotFish is based on W3C standards technology, so you can be assured of an open and widely supported technology stack that will not be sunsetted or displaced. W3C standards are critical for implementing an interoperability framework as it facilitates the:

- Exchange of information more efficiently.
- Communication of that information accurately, effectively and consistently.

W3C standards technology also allows you to benefit from a vast library of web resources and the ability to draw from a large pool of highly skilled developers worldwide.

Since the founding of PilotFish in 2001, we have experienced widespread acceptance of our products and services. As our clients will attest, we have maintained a virtually perfect track record of successful, on-time, on-budget implementations.

We welcome you to call us at 860-632-9900 to set up a free consultation and demo to see what PilotFish can do for you.

PilotFish Product Specifications

SUPPORTED PLATFORMS
Windows
Linux / Unix / AIX / HP-UX
Mac OSX
SUPPORTED APPLICATION SERVERS
Windows Service
Apache Tomcat
JBoss / WildFly
WebSphere Application Server (WAS)
Glassfish
WebLogic
Any Other Java Container
SUPPORTED DATABASES
Any JDBC DB (MS SQL Server / Oracle / DB2 / Postgresql / MySQL / MariaDB / Java DB / Derby / H2)
MS Access
MongoDB
SUPPORTED STANDARDS
ACORD (LAH, PCS, RLC, AML)
ACORD (DTCC, AL3)
EDI X12
Positional Flat Files (Cobol)
Delimited Files (CSV / Custom)
Key / Value
XLS / XLSX
XML
JSON
PDF
Binary (.wav / .jpg)
SUPPORTED PROTOCOLS
Database (JDBC)
Email (IMAP / POP3 / SMTP)
Local / Network File System
FTP / SFTP / FTPS
TCP / UDP Sockets
HTTP/S
OAuth2 (JWT / Token Introspection)
Messaging (JMS / MQ / MSMQ / RabbitMQ / Kafka)
EMR API Call
Web Services (SOAP / RESTful)
Command-Line Invocation (CLI)
Active Directory / LDAP
Custom Connectors
IoT (Serial / MQTT)
Amazon AWS S3
Google Cloud Storage
Azure Storage
ARCHITECTURE
Consistent "Assembly Line" Pattern
Configuration Over Code
Component Driven
Extensible Via Open APIs

ACORD SPECIFIC FEATURES
Read ACORD XSD and Meta Data and all ACORD Formats (LAH, PCS,RLC, DTCC, AML & AL3)
Support for AWSP
Built in support for:
Typecodes (Life & Annuity)
Tabular Values (Property & Casualty)
Templates for all of the ACORD and DTCC Transactions
DATA TRANSFORMATIONS
Graphical, Drag & Drop Data Mapping
No Coding or Custom Scripting Required
Standards Compliant (W3C XSLT)
Computationally Complete
WORKFLOW PATTERNS SUPPORT
Sequencing
Splitting / Merging
Process Orchestration
Branching
Conditional Logic
Iteration
ERROR HANDLING
Easy, Hook-Based Customized Error Handling
Configurable Text-Based Logging
Flexible Proactive Notifications
Extensive Operational Visibility Framework
VALIDATION
Schema (XSD)
Structural Format Conformance (EDI, etc.)
Business Rules
External Lookups
TESTING
Instant (No Compilation or Deployment)
Graphical, Step-By-Step Debugging
End-to-End or Stage-by-Stage
IDE-Resident Server Emulation
ANALYTICS
Robust Real-Time REST API
Flexible Reporting
On-the-Fly Break-Fix
eiDashboard Multi-Instance Monitoring
Splunk Integration
DEPLOYMENT MODELS
On-Premises
AWS
GCE
Azure
Lightweight / Bundled
Docker / Containerization
LICENSING MODELS
End-User Licenses
Product Bundling Licenses
Reseller Licenses
<i>(Licenses include an unlimited number of dev, test and cold back up)</i>

