



ARAG Italia
Verona, Italy
www.arag.it

Industry:

Financial Services

Annual Revenue:

\$72.5 million

Employees:

125

Oracle Products & Services:

Oracle Application Server
Oracle Portal
Oracle Discoverer
Oracle Developer Suite
Oracle Warehouse Builder
Oracle BPEL Process Manager
Oracle Internet Directory

Oracle Partner:



Intesys
www.intesys.it

“With Oracle technology, we were able to rationalize our IT infrastructure, which allowed us to put a large number of services and applications in the field in a highly integrated, robust, and scalable environment.” – Sascha Schulz, General IT Manager, ARAG Italia

ARAG Italia Improves Information Management to Better Meet Customer and Market Demands

The ARAG Group is a worldwide leader in the legal protection insurance industry headquartered in Düsseldorf, Germany. ARAG Italia originated in Verona in 1965 and, after doing business for over 40 years, has developed its own sales network. Today it has over 1,200 outlets equipped to offer products created especially for the Italian market.

Challenges

- Restructure information technology (IT) system to maximize ability to react to the demands of customers and the market
- Enable quick delivery of new services
- Establish a high level of dependability and quality

Solution

- Worked with Intesys to implement Oracle Application Server to create an information system capable of integrating with current applications and complying with the company’s innovative drive
- Improved management and control of key business processes
- Used Oracle Portal to create an integrated company portal to manage access to applications and alert systems
- Provided personal application profiles for approximately 130 internal portal users and 500 extranet users
- Presented each user with a unified vision of resources through the Java platform, Web services, and other integration methods
- Enabled safe and easy management of digital identities
- Leveraged a single sign-on architecture to allow users to navigate applications without reentering credentials, while maintaining a high level of security
- Rationalized commercial, marketing, and productivity data
- Reduced time and errors involved with creating new services based on pre-existing applications by leveraging Oracle BPEL Process Manager and Web services
- Enabled generation of automatic, real-time reports instead of reports that require several hours of processing