



## DAS rechtsbijstand

DAS Rechtsbijstand  
Amsterdam, The Netherlands  
www.das.nl

### Industry:

Financial Services

### Annual Revenue:

US\$119 million

### Employees:

800

### Oracle Products & Services:

Oracle Database  
Oracle Enterprise Manager Grid Control  
Oracle Diagnostics Management Pack  
Oracle Tuning Management Pack  
Oracle Application Server  
Oracle BPEL Process Manager

### Oracle Partner:



LogicaCMG  
www.logicacmg.nl

**“By using IMA and Oracle BPEL Process Manager in an intelligent way, DAS has significantly increased its service, with lower costs.”**

– Dr. Walter Rosbenders, Project Manager, Das Holding

## DAS Rechtsbijstand Implements Service-Oriented Architecture to Speed Service Delivery

DAS Rechtsbijstand (DAS) is the leading legal insurance company in the Netherlands. It handles 75,000 claims each year relating to issues such as neighborhood disputes, dismissals, planning permission, financial investments, and traffic accidents.

### Challenges

- Use ICT to enable value-chain integration between consumer, intermediary and DAS, thus improving service and market position
- Replace manual process flows to reduce inaccuracies, speed processes, lower costs, and increase revenue
- Find a future-proof process-oriented solution based on Web services and service-oriented architecture (SOA)
- Lower the cost of the ICT infrastructure

### Solution

- Automated the communication process between the intermediaries and DAS, resulting in faster response time, more accurate information sharing, and better service
- Had LogicaCMG do the integration work between the intermediaries and DAS back-office, making use of LogicaCMG’s Intelligent Message Adaptor (IMA) and Oracle BPEL Process Manager
- Chose Oracle BPEL Process Manager for its support of open standards and service oriented architecture (SOA), ensuring highly flexible and reusable functions instead of customized inflexible functions coded ‘in cement’
- Enabled extra communication channels to be added to the DAS system without a requirement for process re-design thanks to Oracle’s SOA technology, ensuring faster implementation and lower costs
- Reduced administrative tasks enabling more time to be spent on core customer-focused business
- Made technology shift from a disconnected, high-cost heterogeneous infrastructure to a unified, homogeneous lower cost platform, raising profit margins