



## CISCO, Inc. Profile

Type: System Integrator (SI)  
 - Oracle Technology Specialist  
 Founded: 1980  
 Location: West Des Moines, Iowa  
 Public/Private: Privately held  
 Size: 35 employees  
 Geography: North America  
 URL: www.ciscoinc.com

Often confused with Cisco Systems, CISCO, Inc. is a privately held company specializing in Oracle sales, development, implementation and integration. CISCO, Inc. has extensive experience with private companies and public organizations throughout the country.

## SI Solution for Farmers Mutual Hail Self Registration Business Process for Insurance

Farmers Mutual Hail (FMH) has been providing peace of mind for Midwest Farmers and their families since 1893. FMH provides crop insurance in 15 Midwestern states, and maintains a Reinsurance Department for accepting risks from both domestic and international insurance companies.

CISCO & Farmers Mutual Hail (FMH) implemented a custom provisioning process for users of its new extranet portal. Using Oracle BPEL Process Manager the customer's custom security model, OID, Portal, Notifications and Workflow was integrated into a visible, extensible business process. These business processes included about 100 activities in 2 main BPEL process flows with message payloads ranging from 10K to 100K.

The project took about 4 months with a majority of time invested in defining and refining business processes and also included portal application development, BPEL development, single sign on and Oracle App Server implementation. In production from December 2005 with 4K-5K initial users, it is expected to grow at the rate of several hundred additional users per month.

## Technology

Stack:  
 Oracle Database 10g,  
 Oracle Internet Directory 10g,  
 Oracle Portal 10g,  
 BPEL Process Manager 10.1.2,  
 BPEL Process Designer 10.1.2,  
 Red Hat ES 3.0

Integration components:  
 BPEL Process Manager 10.1.2

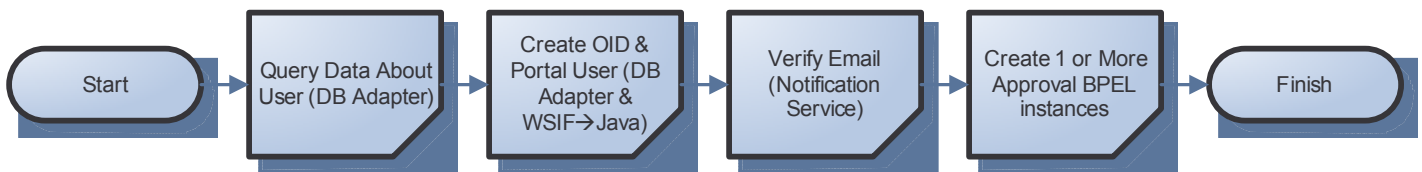
Endpoints:  
 Oracle Database,  
 Oracle Internet Directory,  
 Oracle Portal,  
 Database Adapters,  
 Human Workflow Services.

BPEL PM Deployment:  
 2-CPU Red Hat ES

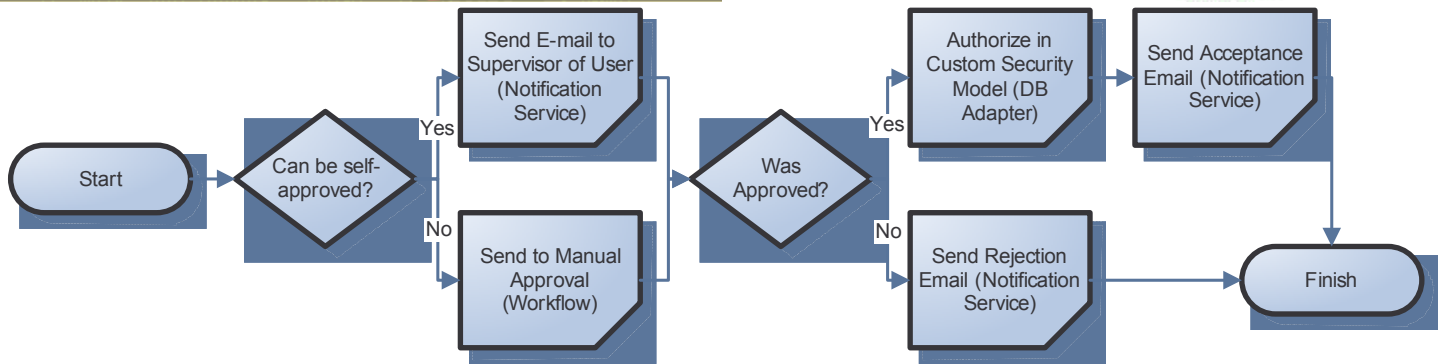
## Solution Details:

Farmers Mutual Hail (FMH) previously used a manual process of securely establishing accounts for insurance agents and policy holders to gain online access to policy information. Oracle BPEL Process Manager created a way for FMH to provision authoritative rights to its agents and policy holders allowing them access to information through a self registration business process based upon the rights granted to them. This has reduced the manual labor costs FMH was incurring by taking these requests over the phone. It also improved security and protection of customer information by eliminating sharing of usernames among employees within agencies that was caused due to inefficiencies of manual management of usernames and access privileges.

The user registration page on the portal for agents and policy holders creates a SelfRegistration BPEL process. This process works as follows:



The process first gathers the Name, e-mail, phone number and Tax-ID about the user (insurance agent or policy holder). Then the business process verifies the e-mail and creates the user in OID and portal. At this point the process contains all of the needed information about the user. BPEL Correlations ensure that users are able to reconnect with the appropriate BPEL active instance during the email verification step. Users may belong to one or more agencies or territories. In this case their approvals must be handled separately. The BPEL process uses an XSL transform to split this data up into Approval messages that get sent to the following Approval BPEL process:



The approval BPEL process decides if a user can be self-approved and if so, sends an e-mail to the user's supervisor to prompt them for approval. If not, they go into a human workflow process where they are verified by a FMH employee and either approved or denied. Once they are approved or denied they will receive an e-mail and if approved they are granted access to the appropriate policy data.

*"Farmers Mutual Hail is the top Crop Hail writer in the industry with a strong tradition of excellent claims service and unmatched financial security. Cisco Inc. and Oracle Fusion Middleware enabled us to automate our business processes and increase security by providing our Policy Holders and Agents with an automated self-registration process."*

*- Ron Rutledge, Vice President - Information Services, Farmers Mutual Hail.*

*"CISCO, Inc. has partnered with Oracle Corporation for 13 years working with clients to solve business problems. As CISCO, Inc. and FMH worked to define a self-registration process to provide independent agents the proper authorization and access it became clear that Oracle's BPEL process manager was the critical technology for success of the project."*

*- Mike McDermott, Chief Operating Officer, Cisco Inc.*