

The future is oscare®

Within the framework of a long-term development project followed by a pilot version of the system, Axxiome Group has been supporting AOK Systems in its endeavors to develop highly customized and specialized software based on SAP technology, which would meet the requirements set forth by the complexity of the German health insurance system.

The thus developed application comprises a holistic end-to-end solution, which addresses the prerequisites of both the mandatory German health insurance (GKV) and the care insurance (PV). The platform built to combine the processes and legal requirements of both areas is fully integrated. oscare® reflects the strategic core of the health insurance system and allows for a consistent and effective business process controlling and integration.

In the future, the Axxiome Group, together with its partner, namely AOK Systems, will also push forward oscare® to enhance the current functionalities of the prime SAP-based software, which today meets already the requirements of the German public health insurance system.

Challenges

The software prerequisites arising from such a complex business environment need an IT platform and software supporting processes to be integrated. Therefore it is, for instance, needed to flexibly support on-going legal amendments. This is the only way to handle present and future customers most optimally, i.e. to ensure the raising satisfaction at a low total cost.

Solution

The migration path from the former AOK system, namely IDVS II, to oscare® was initiated already in 2000. oscare® complements the SAP Insurance solution with functionalities and processes that are custom-designed to meet the prerequisites of the mandatory health insurance system.

“From the very first steps of the project, Axxiome consultants have been involved in the key tasks and have become accountable for major project positions. In the substantial parts, such as project management, architecture, solution design and the application development itself, Axxiome team strongly supports its partner. The key success factor involved also the nearshore model applied over the project lifetime”, explains Michael Mauk, CEO Axxiome Group.

One of the core activities of the Axxiome Group involves insurance consulting services. Axxiome combines profound SAP competence and offers solutions within all respective SAP modules. These services focus both on back-end and front-end processes and provide for integration between SAP and non-SAP applications in a more comprehensive way.

Future

The Axxiome Group will continue to pursue its partner role especially in such areas as roll-out and unification of smaller German health insurance companies as well as support its partner, AOK Systems, in future development of oscar[®].

Klaus Schmitt, CEO AOK Systems, is positive about “having reached the goals, i.e. development of the specific software to meet the requirements of the national health insurance system and migration from the legacy world (IDVS II) to the new platform, once the last component called “individual customer management” (Privatkundenmanagement) was completed and implemented into a pilot insurance system in Bremen/Bremerhaven. That procedure confirmed the importance and rightness of the decision to join efforts with SAP by replacing the legacy environment step-by-step. Throughout the entire project, Axxiome, drawing on its SAP experience, proved to be a stable and reliable partner in developing the oscar[®] platform. We are fully satisfied with the successful and trustful collaboration with the Axxiome Group.”

Michael Mauk, CEO Axxiome Group: “We are proud of the timely and successful going live of oscar[®]. Moreover, it has become apparent that not only the concept and development of the present solution based on SAP Insurance but also the approach and collaboration between AOK Systems and Axxiome was positive. AOK Systems is our customer and partner of crucial importance. Synergies between our AOK expertise, insurance proficiency, and the applied nearshoring software development model have contributed to the perfect results. Besides, we are also very pleased with the long-term and confident business partnership with AOK Systems. In large transformation projects, it is trust and consulting quality which is vital. That is what Axxiome Group’s consulting stands for.”