October 2017

Integration Journey towards Digital Economy
Cognizant John Hancock Partnership
Agenda

1. Digital Economy
2. John Hancock Overview
3. Transformation Journey
4. Solution Theme
5. Cognizant Involvement
We are glad to be here!

Mohammad Khalid
Director of Shared Services,
John Hancock

Yogeshwar Pandey
Principal Architect
IPM, Cognizant
Cognizant: A Remarkable Success Story…

- **Founded** in 1994 (CTSH, Nasdaq)
- Headquarters: **Teaneck, NJ**
- Revenue Mix: NA: 78%, Europe: 16%, RoW: 6%
- **260,200** Employees (Dec 2016)
- 100+ Global Delivery Centers
- Revenue: **$13.49B in 2016** (8.6% YoY)

**ACCOLADES**

- **8** Fortune’s Most Admired Companies Years in a Row
- **18** Forbes Fast Tech 25
- **101** Newsweek’s 2015 World Green Rankings
- **205** Fortune 500
- **529** Forbes Global 2000
- **281** Financial Times Global 500

© 2017 Cognizant
Digital Economy

Customer Experience
- Omni channel Experience
- Unified View of Customer
- Personalized (Realtime) Customer Servicing
- Next-Gen Customer Onboarding

Innovative Business Models
- Multi Channel Promotions
- Dynamic Pricing Strategies
- Creation of New Revenue Streams
- Multi Enterprise Initiatives

Operational Excellence
- Manage and Optimize Assets in Real Time
- Operational Risk Management
- Regulatory Compliance Automation
- Predictive Analytics

Architecture & Infrastructure
- SaaS Applications / IT Consolidation
- Moving Workloads to Cloud
- iPaaS for Cloud Integrations
- Mobile Customer Applications
Journey into Digital Integration

Digital Shift  Cloud Strategy  IT OPS

Integration Appliances  Event Processing  B2B/EDI & MFT

Master Data Management  Analytics  Social

Integration Appliances  Messaging Middleware  Social

API Management  Machine to Machine (M2M)  Trading partner communities

ESB  BPM  BRMS & BAM

SOA Governance
John Hancock - Background
About John Hancock….

OUR FINANCIAL FOCUS

Core retail products in the US: Life Insurance, Mutual Funds, 401(K) Plans, Long-Term Care Insurance, Annuities

OUR TEAM

International network of more than 34,000 employees and 63,000 agents, 6,300 John Hancock employees in the US

WHO WE ARE

Established in 1862

US division of Manulife, leading Canada-based financial services group with operations in Asia, Canada and the US

KEY STRATEGIC OBJECTIVES

Insurance:

Grow a multi-channel, multi-product business unit that covers a wider demographic with a more engaging experience

Wealth:

Provide a complete financial services ecosystem - led by aggressive growth in Retirement Plan Services, that drives holistic customer fulfillment through lifelong relationships

- Broader product and service offerings across all business units with a more holistic focus.
- Expanded distribution channels for all business lines

No. 1

Provider of target Lifestyle Portfolios in the United States based on assets invested in Annuities, Retirement Plan Services, Variable Life Insurance and Mutual Fund

No. 1

Our Variable Universal Life products have been the number one choice for meeting the estate, business and retirement planning needs of America’s most discriminating consumers

87%

Overall brand awareness score among U.S. consumers according to a 2015 GfK Brand Tracking Study
JH Vision & Business Drivers

Insurance
- Consumer Direct
- New Life product for Millennials
- Modernize claims experience
- Expand Product & Service Offering

Retirement
- Mobile First Platform
- Self Service capabilities (Robotics, IVR and STP)

Investment
- Customer 360 view
- Analytical driven decision making
- Data Hub

IT OPS
- Agility
- AGILE Friendly
- DevOps/CICD

Digital Transformation

Cloud Strategy
- On-Premise
- Platform Consolidation
- Cloud Hosting

Digital Shift
- API LED connectivity
- Mobile Enabled
- Omni Channel
- Partner Onboarding
- Newer Channels
Transformation Journey
Current SOA Landscape

- Interactive Voice Response
- Workflow (AWD)
- Websites
- Legacy Policy Admin Systems/Mainframes

Data Integration (Cast Iron)

- Salesforce CRM
- TIBCO SFDC Plugin
- SOAP HTTPs
- SOAP HTTPs
- SOAP HTTPs
- JMS/TIBCO Substation

TIBCO ESB

- Stored procedures/JDBC
- SOAP HTTPs
- SOAP HTTPs
- SOAP HTTPs
- SOAP HTTPs

- Database
- JHIM (Data warehouse)
- External systems VMS, TPP, etc.
- Legacy Content Management (Document Repository)
- UW Engine, Other Legacy Systems

Current Product Stack
- TIBCO BW 5.11
- TIBCO Service Grid 3.3
- TIBCO APIX Gateway
Current state Challenges

- Rigid business processes with limited flexibility to change
- Longer release cycles for insurance business product functions
- Linear increase in infrastructure for better scalability and no auto-scaling
- Missing API eco-system to support growing Cloud SaaS needs
- Limited support for CI/CD pipeline for DevOps
- Highly centralized (Data Center) with no distribution, challenging to global business growth.
- Limited Extensibility, Re-usability, and Resilience of Services
Future Consideration

Adoption of newer integration trends which are inline with JH strategy
- AGILE friendly implementation
- Continuous Integration and Continuous Delivery and DevOps vision
- API and Web API enablement for engaging more customers and easy partner onboarding

Cost Optimization – On-prim growing cost by Containerization and moving on to Cloud

Continuous Product support from Vendor

Future ready and scalable Architecture, which supports easy plug and play of implementation

Technology → Cost → Agility
**Solution Theme**

- **REAL-TIME OPERATIONS**
  - Ensuring maximum availability integration assets and Reducing issue resolution / SR fulfilment time through monitoring, analysis, automation and self-service enablement.

- **PLATFORM THINKING**
  - A strategic platform providing on demand, elastic and interconnected integration capabilities hosted across on-premises and cloud data centers.

- **FUTURE READY SOLUTIONS**
  - Solutions that are architected and designed following modern design principles and developed to leverage benefits of latest technology and infrastructure capabilities.

- **DELIVER FAST – DELIVER RIGHT**
  - Creating business value delivering new integration services and modifying existing integration services quickly, correctly and cost-efficiently.

**PLATFORM THINKING**

**FUTURE READY SOLUTIONS**

**DELIVER FAST – DELIVER RIGHT**

**REAL-TIME OPERATIONS**
Technology Transformation

Current Architecture

Future iPaaS Roadmap
Container and Microservices Architecture

Composition of an Individual Container Image

Layered architecture

- Consumers & Applications
  - UX Services Layer
  - Business Services Layer
  - Data Services Layer
  - Micro Services Are Layered Architecture

- Databases
- JH Internal Webservices
- MDM
- Legacy Mainframes
- JH Internal Apps
- JH Cloud Apps
# Solution Tenets

## API Enabled Connectivity Platform
- Platform readiness for API development
- Platform feature for SOA, SAAS and API connectivity
- API Management Capability
- Service discovery and Service Registry and Smart Endpoints connectivity

## Agile friendly and DevOps
- Rapid Development
- Continuous Integration and Continuous Deployment
- REST and Swagger Testing support
- Automated platform provisioning

## Microservices
- Open architecture, flexibility and modularity (Isolated component development capability)
- Self-service internal development tools (Test, package, build, and release tools)
- Circuit Breaker patterns for resiliency

## Cloud Hosting
- Service capability, connectivity and supportability for Cloud
Cognizant Involvement
Cognizant At John Hancock

Operations
- Infrastructure/Application monitoring
- Incident/Problem Resolution
- Perform scheduled maintenance
- Define and enforce quality checks

Engineering
- Product Life Cycle Management
- Product Hotfix upgrade
- New Product evaluation
- Issue Resolution with TIBCO

Application Management
- Enforce development standards
- Automate Build/Package/Deployment
- Application monitoring and test support
- Release Management for Applications
IPM Practice | Overview of TIBCO Capabilities

**TIBCO Technology Specializations**

**Integration**
- TIBCO ActiveMatrix BusinessWorks
- TIBCO Mashery
- TIBCO iProcess Suite
- TIBCO ActiveMatrix BPM
- TIBCO ActiveSpaces
- TIBCO MDM
- TIBCO ActiveMatrix Service Grid/Bus
- TIBCO API Exchange
- TIBCO Business Connect
- TIBCO Rendezvous, EMS
- TIBCO Foresight™
- TIBCO Nimbus

**Events processing**
- TIBCO BusinessEvents
- TIBCO Streambase

**Analytics**
- TIBCO Spotfire

**Cloud**
- TIBCO SliverFabric
- TIBCO Containers
- TIBCO Cloud Integration

**Indicative Benefits’ Snapshot**

- Improving Visibility on the Monitoring & Tracking of transactions
- Enabling 360° Customer View to manage Global customer relationship, maximize lifetime cust. value & satisfaction
- Enabling online premium payment & easing the tracking of premium payments
- Enabling Real-Time Services, Improved Efficiency & Enhancing ROI

**Global Consulting Partner**

**TIBCO Global Partner Of The Year Award 2017 Winner**

100+ TIBCO Customers

450+ TIBCO Projects in 5 Years

**1000+** Product Experts

**450+** Certified Associates

**100+** TIBCO Customers

**450+** TIBCO Projects in 5 Years

**20+ Solutions & Accelerators**

**Industry Solutions**

- **Chatbot Solution for Airlines**
  Engaging Customers through alternate platform in bid to increase Customer loyalty and experience

- **Menu management for Restaurants**
  Helping Customers to manage Menu/Customers/Vendors efficiently

- **Smart Engine**
  Event Driven Real-Time Smart Offer engine

**Disclaimer:** All Trademarks & Registered Trademarks are the property of their respective owners

Servicing Global Clients & Providing Innovative Industry Solutions for 11+ Years

Global Consulting Partner

TIBCO Global Partner Of The Year Award 2017 Winner

100+ TIBCO Customers

450+ TIBCO Projects in 5 Years

1000+ Product Experts

450+ Certified Associates

20+ Solutions & Accelerators

© 2017 Cognizant
Thank you