

## Farmers Mutual Hail



Type: System Integrator/Oracle Technology Specialist  
Founded: 1982  
Locations: West Des Moines, IA; Minneapolis, MN; Portland, OR  
Public/Private: Privately held  
Geography: North America  
URL: www.zirous.com

Zirous is a privately held company specializing in Oracle sales, development, implementation and integration. Zirous has extensive experience with private companies and public organizations throughout the country.

### Technology

Stack:  
Oracle Database 10g  
Oracle Internet Directory (OID) 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, OID, Oracle Portal, Database Adapters, Workflow, Notifications

BPEL PM Deployment:  
2-CPU Red Hat ES

*"Farmers Mutual Hail is the top crop hail writer in the industry with a strong tradition of excellent claims service and unmatched financial security. Zirous 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*

### Partner Solution for Farmers Mutual Hail

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.

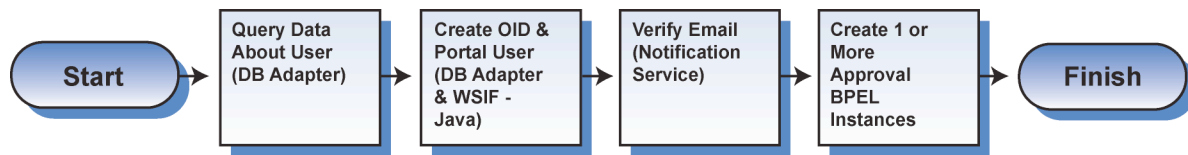
Zirous and Farmers Mutual Hail (FMH) implemented a custom provisioning process for users of its new extranet portal. Using Oracle BPEL Process Manager, the customer's custom security model, OID, Portal, Notifications and Workflow were integrated into a visible, extensible business process. These business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

*The project took about four 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.*

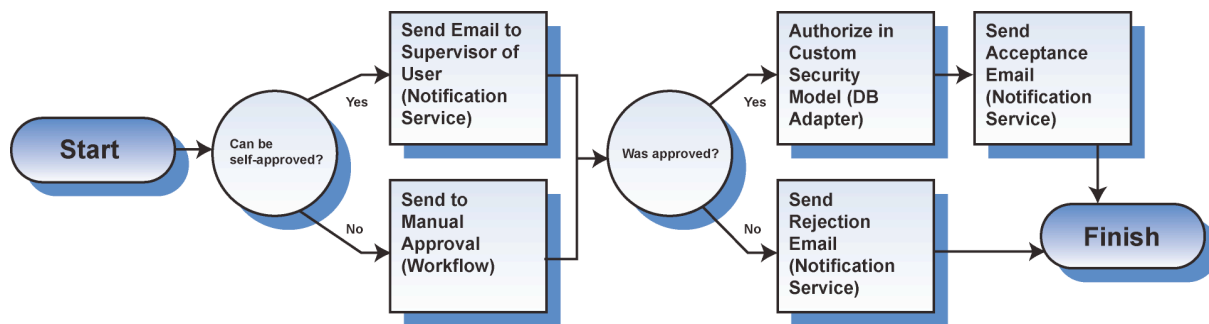
### Solution Details:

Farmers Mutual Hail (FMH) previously used a manual process to provide information to insurance agents and policy holders. Agents would call FMH and ask for information on a policy holder and information was either given to them over the phone or faxed to them. Policy holders would have to do the same to learn about certain aspects of their policy. 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 user’s name, e-mail, phone number and Tax-ID. 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 e-mail 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 approved or denied, the users will receive an e-mail and if approved they are granted access to the appropriate policy data.



“Zirous has partnered with Oracle Corporation for 17 years to help clients solve business problems. As Zirous 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 the success of the project.”

Mike McDermott,  
Chief Executive Officer  
Zirous