



SUCCESS STORY
Healthcare



GROUPE MUTUEL | PROBLEM SOLVED

Groupe Mutuel harnesses a NetApp® Data Fabric to transform its business and dramatically grow its customer base.

Realizing a Competitive Edge Through Digital Transformation

Groupe Mutuel is changing the way customers purchase insurance and manage claims across Switzerland. The company's unrelenting focus on consumers spurred a digital transformation, enabling it to respond to mandated changes in the industry and drive integration of data across the company. Today, Groupe Mutuel leverages a NetApp data management infrastructure throughout the organization to process more data than ever before, while lowering costs dramatically.

Another NetApp solution delivered by:



1.5PB
of data managed by
1 full-time employee

Supported
150%
increase in customers and
35% increase in data per year

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Pascal Sarech
Head of Infrastructure, Groupe Mutuel

Groupe Mutuel moved from an organization based on paper reports, manual scans, and standard call center relationships to a digital environment. Its customers can scan every document with a smartphone, and all folders processing, reporting, and dashboards are available on any device (PC, tablet, smartphone). The company processes more than 60 million documents, scans more than 15 million inputs, prints hundreds of millions of paper sheets, and answers more than 2 million phone calls every year. The goal is to reduce this volume between 50% and 80% in the next few years. Its NetApp infrastructure has helped accelerate business innovations that attract new customers while retaining existing clients, making Groupe Mutuel the leading health insurance provider in Switzerland.

The Federal Health Insurance Law of 1996 mandated health insurance for all Swiss citizens, and as insurance packages were standardized to meet mandated levels, providers had to find new ways to differentiate themselves. For Groupe Mutuel, differentiation meant accelerating

innovation. “It’s a race between the different healthcare insurance companies,” says Pascal Sarech, head of infrastructure at Groupe Mutuel. “We have to provide maximum satisfaction and differentiate the company with our products and delivery methods to stay ahead of the competition. If we don’t, customers will go elsewhere.”

As the industry adjusted to the insurance mandates, it also became more consumer driven. “We used to sell to agents, but now we interact directly with consumers,” explains Sarech. “Smartphones and mobile apps have changed customer expectations and the pace of everything we do. It’s also vastly increased the amount of data we work with.” With customers using mobile devices to obtain insurance quotes, make claims, and pay bills, they expect 24/7 access to the website and patient portals. They demand innovative ways to get answers to their insurance questions.

Groupe Mutuel’s customer base more than doubled during the same time period. “We’ve grown

TECHNICAL ENVIRONMENT

Groupe Mutuel chose to implement a full NetApp environment to take advantage of all integration mechanisms between storage arrays. The company uses the following storage arrays:

- AFF700 with FC for ERP and Internet applications
- AFF300 with NFS for 2000 VDI terminals
- FAS9000 with NFS for preproduction
- FAS8060 with NFS and NetApp MetroCluster™ for all other applications of production and NAS
- FAS8040 with NFS for archiving
- NetApp StorageGRID® appliances for object storage like DMS
- SolidFire for DevOps (Docker + Kubernetes)

from 750,000 customers in 2010 to 1.5 million at the end of 2017,” explains Sarech. “That translates to a 35% increase in data per year across the company. We needed a way to keep up with the growing demands.” From the billing department to the engineering team, every part of Groupe Mutuel demanded that data be readily available to meet customer expectations and scale to support company growth.

Groupe Mutuel of Switzerland embraced the industry changes with a digital transformation. “We developed a vision with NetApp for how to connect the data so that every part of the organization can optimize processes and create customer value,” says Sarech.

LEVERAGING GROWTH TO DRIVE INNOVATION

To address the rapid growth and changing industry environment, Groupe Mutuel worked with NetApp to examine each facet of its business and develop an integrated data approach. Today, Group Mutuel’s website, core applications, ERP systems, and agile development processes are accelerated by the easy movement of data between business functions in the company’s private cloud. A NetApp Data Fabric architecture weaves together data across sites and applications to simplify data management, whether in the cloud or on-premises data centers. Data warehouse applications are not yet running on NetApp, but the company is working on a massive data project to improve its analytics capabilities.

When Groupe Mutuel migrated its ERP, web applications, and underlying Oracle databases to NetApp AFF systems, the company saw immediate results. The company has also shortened the time it takes to process statements for its 1.5 million customers. “It used to take 48 hours, but we’ve cut that to 6 hours,” says Sarech.

SOLIDFIRE ACCELERATES INNOVATION

Groupe Mutuel’s website is one of its main arteries for consumer interaction. “Customers research, purchase insurance, and submit claims through the website,” explains Sarech. “If a page takes too long to come up, we could lose a customer.” A page has to be displayed in less than 3 seconds.

The company’s 150 developers operate on a continuous release cycle to bring new functionality to Groupe Mutuel’s core applications and website. NetApp SolidFire® is the infrastructure chosen to support its agile development processes in DevOps mode. “SolidFire is helping us scale to our growing data demands while guaranteeing performance for our internal customs,” says Sarech. “And our IT staff love it because it’s so simple to manage.”

Developers can work simultaneously in various workloads without any impact on performance.

“Before moving to SolidFire, our release cycles were every 2 months. Now, we release continuously for DevOps mode applications. It’s very easy to pilot and move data across the infrastructure. It’s simplifying and speeding our development processes so we can constantly improve.”

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MACHINE LEARNING AND AI BOOST CUSTOMER SATISFACTION

Groupe Mutuel’s digital transformation is helping them differentiate their brand based on both cost and service. The company is also exploring how machine learning

and AI can help make its call center more effective. Each year, consumers have a three-month window in which they can change their insurance plan. During that time, call center volumes increase dramatically. Because of the NetApp Data Fabric, various systems can easily access data to help bots answer customers’ questions. “With bots, we can answer most questions more quickly and avoid call center interaction,” explains Sarech. “The data makes the machine learning and AI possible, and it’s helping to reduce the number of calls.” Across our website, it’s possible to request information via a chat bot for basic answers and to be directed to an

appropriate assistant, for more specific questions.”

With all of its innovations and new process approaches, Groupe Mutuel is changing customer expectations of the Swiss insurance industry.

“We are focused on providing great service to our customers. The data is key to helping us differentiate and provide customer satisfaction,” says Sarech.

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