Transitioning to an SOA Web Services Model Across Multiple Lines of Business

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Some MetLife Success Stories

- **Individual Business**
  - 1.2 million transactions weekly using 35 TXLife Transactions & OLife – 85% of all executed
  - Internal and external system Integration Hub (Service Request Director) leveraging ACORD data model and XML message integration standards
  - ~50 requesting systems and ~40 providing systems leverage the Integration Hub (e.g. New Business, Underwriting and Client Information File)

- **Institutional Business**
  - 2.5 million transactions weekly using ACORD OLife Vocabulary
  - Services are consumed by external firms such as service providers, dentists via their practice management software and internal applications supporting the Group Call Center, the Group sales force and interfaces across LOB's (i.e. to manage Intermediary / Producer information)

- **MetLife Auto & Home**
  - 125 thousand transactions weekly using ACORD P&C Vocabulary
  - 120+ services built using ACORD P&C Interface
  - Services consumed externally by vendors (e.g. numerous SEMCI (single entry multiple Carrier Interface) implementations)
  - Services are consumed internally by our Policy Administrative Systems (e.g. New Business, Servicing and Policy Renewal), Claims, Billing and IVR systems
MetLife’s Service Request Director

• A scalable, secure, ACORD XML-based SOA Integration Hub that delivers reusable, shared business services, both internal and external to MetLife
• Provides a Common Service Control Framework
  – Security  Scalability  Load balancing
  – Routing  Versioning  Legacy availability
  – Logging  Monitoring / Metrics  Error handling
  – Service registry
• Enables the packaging of multiple granular services
  – Multiple components  Multiple sources  Multiple platforms
• Standardizes
  – Content vocabulary  Business definitions  Business rules
  – Interface design  Transaction semantics  Data transformation
• Decouples and abstracts
  – Disparate Architectural solutions
  – Front end systems from backend systems
How does ACORD help?

- **Leverage ACORD XML Standards for internal system integrations**
  - Establishes a common language across business processes
  - Reduces analysis and design
  - Eases “Transformation” out of ETL integrations
  - Creates re-usability of common interfaces and processing logic
  - Facilitates a common processing framework and service oriented architecture
  - Decreases cost / timelines for integration development and ongoing maintenance

- **Leverage ACORD data standards for designing new systems**
  - Use of the ACORD data and object model saves analysis / design time
  - Use standard ACORD interface for interactions with other systems
  - Decreases cost / timelines for database design and integration design / development / maintenance

- **Leverage ACORD standards for external B2B interfaces**
  - Establishes a common language across external business processes
  - Leverages ACORD experience / best practices for vendor, third-party service providers and distribution partner integrations
  - Decreases cost / timelines for integration design / development / maintenance