

# Connect:Direct from Sterling Commerce helps SulAmérica unify document exchange



## SulAmérica

associada ao **ING** 

### Location

Brazil

### Industry

Financial Services  
Mass Market Products

### Revenues

\$3 billion in 2005

### Business challenge

Unify document exchange both internally among current systems and externally with business partners and other customers, no matter what communications protocols they use

### Solution

Connect:Enterprise®

### Benefits

- Achieved ROI within four months because business demand grew when companies realized the reliability and security involved in file transfers
- Integrated disparate platforms to create a centralized data management system
- Provided a secure point of entry and multiple connectivity options for business partners and other customers
- Lowered operational costs through superior reliability of file scheduling and receipt
- Improved customer service because now all file transfers are quicker, more reliable and safe

## SulAmérica

### Customer background

SulAmérica, a leading insurance company in Brazil, is part of SulAmérica—one of the largest Brazilian business groups with 110 years of experience. SulAmérica has approximately 6,000 employees working in areas such as health plans, car insurance, industrial and commercial risks, pension funds and investments. The company has a nationwide presence with 14 branches, 79 production offices and 41 decentralized customer service units, as well as a distribution network that includes more than 25,000 partner brokers.

### Business challenge

When SulAmérica wanted to unify document exchange both internally among its current systems and externally with business partners, Technical Manager Sarmiento Campos contacted Sterling Commerce.

Campos said the company wanted to migrate to a secure Web environment with centralized data management. In addition, they hoped centralized data management would reduce administrative costs for servers, storage and communications, while improving quality of file transfer exchange.

“Due to our business demand, we needed a robust solution that would allow our business partners and other customers to interact, no matter what protocol they used,” Campos explained.

Since SulAmérica already had Connect:Direct®, another Sterling Commerce solution (the de facto standard for secure file transfer) already in place, Connect:Enterprise was the perfect complement.

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*“Connect:Enterprise reduced the time needed to perform strategic tasks and improved overall control of our business processes.”*

Sarmento Campos  
Technical Manager,  
SulAmérica

## Solution

Connect:Enterprise enabled SulAmérica to unify document exchange both internally among current systems and externally with business partners and other customers because it includes extended protocol support. Now the company can exchange files with any customer—on their terms.

Connect:Enterprise also enabled the company to migrate to a secure Web environment that provided management and reporting tools. “This lets us target our troubleshooting when we need to identify exactly where a data transfer problem occurred,” Campos said. “This also improved customer service because now all information is reliable and easily managed.”

Campos said SulAmérica has reduced administration costs for servers, storage and communications because Connect:Enterprise provides a centralized platform. “It provided increased agility for Internet server performance and ensured delivery of services that previously were carried out via FTP,” he said. “Connect:Enterprise also improved the quality of service by securing information delivery. Overall, we improved process reliability for file scheduling and receipt, which previously generated unnecessary server costs.”

In addition, Connect:Enterprise manages SulAmérica’s data concurrently, with uncompromising security to protect its other business applications. “Previously we integrated disparate electronic platforms,” Campos said. “By integrating our in-house systems, data is quickly and assuredly replicated to several of our systems. We also reduced the time needed to perform strategic tasks for customer service purposes and improved overall control of our business processes.”

## Key benefits

- Provides a secure point of entry that protects SulAmérica’s internal applications from external threats
- Stores both incoming and outgoing files in a secure data repository and forwards them on demand
- Protects outgoing files by ensuring their authenticity, confidentiality and integrity in transit
- Opens communications to new business partners and service providers by supporting both Internet and legacy protocols, including FTP, HTTP, AS2, SSH-2SFTP, async and bisync
- Lowers operational costs through superior reliability and multiple connectivity options.
- Eliminates complexity through Web-based configuration, management and reporting tools

## About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at [www.sterlingcommerce.com](http://www.sterlingcommerce.com).

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