



# Hastings Mutual

A proactive approach to content management modernization



For over 130 years, Hastings Mutual Insurance Company has offered quality insurance products to clients throughout the Midwest. Since its humble beginnings, the regional insurance company has provided security to clients of all shapes and sizes, from personal family policies to larger insurance packages that have helped protect Midwestern farmers and businesses from the unexpected. With headquarters in Hastings, Michigan, Hastings Mutual holds over one billion dollars in total assets, with nearly 600 agencies and approximately 500 employees throughout the region.

## Challenge

Since the early 1980s, Hastings had been working with a Policy Administration System (PAS) developed in-house. The company had leveraged what is today Rocket's Mobius Content Services Platform with the PAS to classify, manage, and grant access to 4,000 unique document types that spanned back decades on its mainframe system. Although current operations were running optimally, the company realized that its PAS's lack of integration with innovative cloud technologies would eventually create issues. Hastings Mutual decided it was time to take on the challenge of downsizing its existing mainframe operations to an open source environment in order to remain competitive in future markets. The regional insurance provider also believed that it needed to update its client viewing system to provide a more intuitive, user-friendly experience for employees.

The problem? Hastings Mutual had been developing and storing mission-critical documents and information on its old infrastructure for over three decades—including regulatory, accounting, and workflow documents. Not only would Hastings need to find a way to continue generating these documents throughout the migration process, but it was also critical for the company to maintain the integrity of its historical documents and information during its transfer onto open source systems. Failure to do so could lead to regulatory sanctions and even legal implications. Hastings also realized that the conditions of its current Logical Partition (LPAR) environment could create problems during the migration process. The company's mainframe housed various development systems, each of which stored documents under the same name, all within a single LPAR environment. Thousands of unorganized documents living in the same environment, many with identical names, would most likely lead to conflict and confusion during the migration.

With limited resources, specifically at the system programmer level, and a lack of experience with mainframe migration, Hastings Mutual decided to enlist third-party support to complete the downsizing of its mainframe.

## The Problem?

Hastings Mutual had been developing and storing mission-critical documents and information on its old infrastructure for over three decades.

Without the help of Rocket's Professional Services team to get us started in the right direction, we would have been lost."

**JOHN WALDRON**  
Head of Operations  
Hastings Mutual



## Solution

Due to its longstanding and positive relationship with Rocket Software and Mobius products, Hastings' decision to reach out to Rocket for assistance was an easy one. Rocket got to work immediately, deploying its Professional Services staff to provide Hastings' operational team with the expertise and tools necessary to clean up its existing LPAR environment. Together, the teams went through each historical document within the LPAR to rename and segment it for migration to the correct open source system.

Once documents residing on the LPAR were properly classified, Rocket and Hastings began the mainframe migration. With Rocket's guidance and mainframe expertise, Hastings was able to continue to generate documents on the mainframe throughout the migration process, enabling the company to continue its operations without disruption. And, thanks to the experience and resources provided by the Rocket Professional Services team, Hastings was able to begin migrating its historical documents safely and securely from the mainframe environment to open source systems.

Hastings' pivot to Rocket's Web client, Mobius View, has also been essential to the project's success by enabling the company to move from Mobius z/OS to Mobius Windows. Now, digital documents are made readily available to end users at the click of a button—which has significantly reduced document latency by making them available within seconds instead of minutes. Along with increased document viewing speed, Mobius View's easy-to-use open source viewing system has dramatically improved user experience through its intuitive design.

## The Solution

With guidance from Rocket Professional Services, Hastings successfully migrated its mission-critical documents to open source systems and modernized its infrastructure without any business disruptions.

## Result

Today, the migration from the mainframe to an open source hybrid model continues for Hastings Mutual. Thanks to the guidance and resources provided by Rocket's Professional Services Teams, the company has been able to transfer critical historical documents safely and securely from the mainframe environment, ensuring regulatory compliance.

Although Hastings didn't envision it would still be downsizing from its mainframe nearly nine years later, Rocket's Mobius and Mobius View software has allowed the company to maintain efficient operations within their hybrid environment. Hastings has been able to continue capturing documents on the Mobius platform and quickly segment them to open source environments where they are readily available to end users on Mobius View.

Since completely migrating from a z/OS viewing architect to Mobius View, Hastings has seen an increase in customer satisfaction among its end users, due in large part to the platform's reporting accessibility and intuitive design. "The improved user experience and access to documents within Mobius View have been a game changer for our operations and end users," said Waldron while discussing the Mobius View platform. "Its reliability, easy navigation, and speed have made the platform a welcome addition to Hastings' reporting operations."

The company has also seen a significant cost reduction when using Mobius View compared to other mainframe client viewing tools.

Even today, the Hastings' operational team continues to look for new ways to leverage the Mobius View tool throughout the organization to reduce employee labor, streamline document creation and accessibility, and improve reporting storage and clean-up. While the company continues to seek ways to utilize the innovative tool, it is clear that Rocket's Mobius solutions will continue to be instrumental to the success of Hastings Mutual's operations.

## Impact

### Flexibility

Thanks to the Rocket Professional Services team and Mobius products, Hastings Mutual has been able to continue providing outstanding service to its clients throughout its migration process without disruption.

### Time savings

Using Mobius View, Hastings Mutual can make its documents available to end users digitally within seconds compared to minutes with old processes.

### Cost savings

Hastings has seen a significant cost reduction when running Mobius View compared to other mainframe client viewing tools.

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