



## CASE STUDY

# Lincoln Financial Streamlines Host Access by Consolidating Critical API Applications with PASSPORT Web to Host

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- SIGNIFICANTLY REDUCED THE COMPLEXITY AND COST OF MAINTAINING ACCESS TO HOST APPLICATIONS
- MIGRATED TO A SINGLE, BROWSER-BASED EMULATOR USING IP HOST CONNECTIVITY IN ALL ENVIRONMENTS
- SINGLE, CENTRALIZED SERVER WHICH DEPLOYS EMULATION PARAMETERS
- NOW HAS A “HANDS-OFF” APPROACH TO DEPLOYING EMULATION TO USERS REQUIRING ACCESS BOTH REMOTELY AND INTERNALLY

## Lincoln Financial streamlines host access by consolidating critical API applications with PASSPORT Web to Host.

### Key requirements:

- A single browser-based host access suite that would be used as a corporatewide connectivity standard
- Deployment of terminal emulation from a S/390 server, eliminating the need for desktop-based installations
- Remote administration of the thin client application
- Support of existing Power Builder HLLAPI application
- Support of QIS commercial HLLAPI application
- A single browser-based host access suite that would be used as a corporatewide connectivity standard
- A single browser-based host access suite that would be used as a corporatewide connectivity standard
- Support of a 16-bit HLLAPI application
- Ability to launch a hidden host session with the browser
- TN3270E 'Keep Alive'
- Continued support of advanced emulation features but in a thin client environment
- Ability to create and deploy standard configurations of the emulation to users and groups

Lincoln Financial is one of the nation's largest shareholder-owned life insurance companies. Lincoln Financial's life insurance and annuity companies, principally Lincoln Financial Life Insurance Company, Lincoln Financial Insurance Company and Lincoln Financial LifeAmerica Insurance Company, together known as Lincoln Financial Group, offer full lines of individual and group life insurance products as well as annuity products.

A well-respected leader, its insurance companies have received the highest ratings given from leading independent rating agencies: A. M. Best (A++), Standard & Poors (AAA) and Fitch (AAA).

Much of Lincoln Financial's growth stems from major strategic acquisitions, including the acquisition of Chubb Life Insurance Company of America, Alexander Hamilton Life, Guarantee Life Insurance Company and in-force life insurance of Kentucky Central Life.

With these acquisitions came the expected disparity in IT systems. Collectively, several terminal emulation solutions and at least 3 critical API applications, each tied to a specific emulator, were identified. The emulation products in use were Attachmate EXTRA!, IBM Personal Communications/3270, NetManage Rumba and Zephyr's PASSPORT PC to Host.

Desiring to streamline and simplify host access, the company sought to use a single, server-based thin client as a way of accomplishing their goals and lowering their total cost of ownership at the same time.

Like many insurance firms, Lincoln Financial saw its remote users and agents as a great place to test this new host connectivity platform.

Operating in multiple states, they had a ready audience for an evaluation. Based on the high degree of satisfaction with the stability and performance of Zephyr's desktop-based PASSPORT software, Lincoln Financial elected to pilot a group of users with the PASSPORT Web to Host emulation suite.

The success of the evaluation prompted the company to increase the scope of the project to include 500 remote mainframe users. One year after initiating the software for remote users, Lincoln Financial saw PASSPORT Web to Host not only as a great tool for remote connectivity, but for their corporate users as well.

To displace EXTRA!, Personal Communications and Rumba, an existing Power Builder and 2 other HLLAPI applications would have to be supported with PASSPORT Web to Host. Two of the 3 applications were immediately portable since Zephyr uses Visual Basic as their standard platform for API development.

The remaining HLLAPI application required Zephyr to implement 3 previously unsupported HLLAPI extensions; RUNPROFILE, RUNCONNECT and CLOSEDISCONNECT. These HLLAPI commands are similar to those found in the Rumba Tools for Powerbuilder.

Once the testing was complete, an added benefit in using PASSPORT Web to Host was discovered by Lincoln Financial: the HLLAPI applications were noticeably faster.

The culmination of a year of successful use of PASSPORT WEB TO HOST and the favorable outcome of the API applications prompted Lincoln Financial to standardize on PASSPORT Web to Host, giving them the corporate-wide standard for browser-based host access they had desired.

### About Lincoln Financial

For more information on Lincoln Financial, visit <http://www.lincolnfinancial.com>.

### About PASSPORT Web to Host

PASSPORT Web to Host® features a suite of advanced TN3270E, TN5250E, VT, SCO ANSI and Wyse terminal emulation clients and FTP file transfer for Microsoft Windows.

With HLLAPI, Object API, SSL/SSH security, Visual Basic Scripting and more, PASSPORT represents a comprehensive host access solution.

The ActiveX Client can be deployed from a centralized web server such as Microsoft Windows IIS or IBM WebSphere and is an ideal alternative to desktop and remote emulators.

### 3270 is our Business

Zephyr specializes in 3270 communication, whether from a Windows 7 desktop, XP, Windows 2008 Server, a standard web server or virtual server. If you seek IETF standard TN3270E solutions for Microsoft Windows, Zephyr is the number one supplier to consider.

Founded in 1985, Zephyr is an employee owned company that is debt-free and consistently profitable.

The large majority of our revenue recurs annually and the company maintains an almost 100% renewal rate of its products and services. Zephyr maintains offices and distributors in the U.S., UK, Germany, South Africa and throughout Latin America.

## Our Client List is Impressive

Our client portfolio includes large banks such as Bank of America Merrill Lynch, Comerica, U.S. Bank and Wachovia, as well as large insurance companies such as Liberty Mutual, Nationwide Insurance and Progressive.



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Zephyr excels at connecting Microsoft Windows desktops and servers to IBM mainframe, AS/400 and UNIX host applications. Whether using our PASSPORT terminal emulation for Windows 7 or the PASSPORT host integration client or server for legacy integration, Zephyr helps organizations lower host access costs through secure, standard TN3270E, TN5250E, VT, SCO ANSI, Wyse 60 and FTP solutions.

Our impressive client list features many notable U.S. and international organizations, including Banco BPI (Portugal), Bank of America Merrill Lynch, Comerica Bank, First National Bank (South Africa), Huntington Bank, Landesbank Baden-Württemberg (Germany), Liberty Mutual, Nationwide Insurance, Progressive Insurance, Otis Elevator, Saks Fifth Avenue, State of California, Wachovia and Wyndham Vacation Ownership.

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