

Insurance organization enables continuous claims processing with SYSB-II



Health & Governance Insurance



Overview

This healthcare-focused insurance organization administers large-scale claims processing for a highly regulated customer population. Its core systems run on IBM z/OS using CICS and VSAM, supporting mission-critical workloads that must remain available throughout the business day.





Claims, eligibility, and agency-related data are maintained in very large VSAM files accessed by both online transactions and batch jobs.

Business need

The organization needed to improve availability and operational flexibility while maintaining strict data integrity and recovery controls.

Previously, batch claims processing required files to be closed or tightly controlled. This constrained processing to predefined batch windows and limited the ability to respond to incoming work during the day. As volumes increased and service-level expectations tightened, this approach became increasingly difficult to manage.

Key challenges included:

-  Very large VSAM files with high business visibility
-  Extensive, and in some cases unknown, file-sharing activity
-  Limited flexibility to run batch jobs during business hours
-  Strict recovery and audit requirements due to regulatory oversight

Rewriting applications or migrating data structures was not a viable option.

Solution

The insurer implemented SYSB-II to enable controlled, concurrent access to VSAM files by batch jobs and online CICS transactions.

SYSB-II was introduced incrementally using a JCL-based implementation, allowing batch claims jobs to run while CICS remained online. The solution provided:

- ✓ Safe VSAM file sharing between batch and online workloads
- ✓ Integrated journaling and backward recovery
- ✓ Improved visibility into file usage and sharing patterns
- ✓ Deployment without application code changes

This approach modernized processing behavior while preserving proven application logic.

Benefits

- ✓ **Continuous claims processing** — Batch jobs now run throughout the day without closing files or interrupting online access.
- ✓ **Improved operational awareness** — The organization gained visibility into the true scope of file-sharing activity across applications.
- ✓ **Simplified recovery** — Automated backward recovery reduced the need for manual file restores and complex operational decisions.
- ✓ **Regulatory confidence** — Journaling and recovery capabilities aligned well with audit and compliance requirements.
- ✓ **Minimal disruption** — The solution was deployed without rewriting applications or changing data models.

Supporting High-Volume Claims Without File Shutdowns

Claims processing is one of the most visible and sensitive workloads in the environment. Files supporting eligibility, claims status, and agency interactions must remain available while updates occur.

With SYSB-II in place, batch jobs safely update VSAM files while CICS transactions continue uninterrupted. This eliminated processing bottlenecks and reduced operational risk during peak processing periods.

Automated Recovery in a Regulated Environment

Recovery was a critical requirement due to the regulated nature of the business.

SYSB-II's backward recovery, combined with CICS journaling, allows batch failures to be resolved without impacting concurrent online updates. This significantly reduced recovery time and removed guesswork from operational decision-making.

While recovery events are infrequent, the organization values the confidence provided by an automated, auditable recovery mechanism.



Conclusion

By implementing SYSB-II, this insurance organization enabled continuous claims processing, improved recovery handling, and gained greater operational insight — all without re-architecting its core systems.

SYSB-II now operates as a foundational component of the production environment, supporting mission-critical workloads while meeting availability, integrity, and compliance requirements day after day.

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