

## Compart DocBridge® Delta SUCCESS STORY

### CRITICAL CHALLENGE WITH DIRECT CUSTOMER IMPACT

- Implementation of new Output Management System
- Simultaneous customer-side layout changes
- Customer-relevant documents
- Pixel-based and text-based comparison tests
- up to 60'000 pages per test run

**Reliability strengthens Reputation**  
**Comprehensive document validation**  
**with fact-based assurance**

As an established and highly specialized IT service provider, Centris offers health insurers a broad and modular portfolio of solutions that cover all essential requirements and processes in the insurance business – from managed infrastructure services and consulting to integration services and automation of individual or end-to-end business processes. Combined with deep industry expertise, Centris creates substantial value for its clients and is recognized as one of the leading IT service providers in the Swiss health insurance market.

With the introduction of a new Output Management System (OMS), the need for an automated document comparison process arose. «Our previous solution allowed pixel-based comparison, but it did not detect textual changes. When migrating our customers to the new OMS, it was essential to ensure that customer-relevant documents could be processed flawlessly with the support of efficient testing», explains Patrice Witschi, Head of Testing Services at Centris. Centris therefore sought a solution that would provide both the required reliability and the necessary flexibility and speed – and found it in DocBridge® Delta.

### SIMPLICITY WITH MAXIMUM FLEXIBILITY

The new solution needed to support all types of error detection, meaning it had to perform tests at both pixel and text level. At the same time, Centris sought a solution that was easy to use. Patrice Witschi emphasizes: «We wanted to avoid dependencies on IT or product specialists when setting up or executing tests. With DocBridge® Delta, we found the ideal solution, which – thanks to its intuitive handling – can be used efficiently across teams.»

After a two month Proof of Concept (PoC), the decision was clear: «Even during the product presentation it became evident that DocBridge® Delta would meet our requirements – and the PoC confirmed this convincingly.»

## BROAD RANGE OF USE CASES

Centris currently uses DocBridge® Delta in three primary scenarios:

- During customer migrations to the new Output Management System
- During ongoing operations when customers request layout adjustments
- Within the regular release process

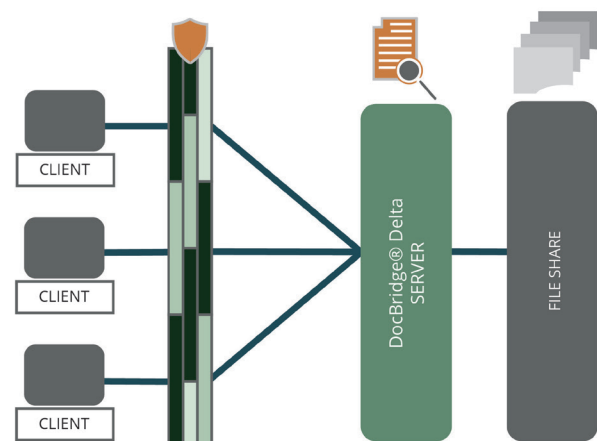
Every 6 to 8 weeks, a new OMS release is deployed, requiring extensive system and comparison testing. System tests after deployment include 50'000 to 60'000 pages compared against a defined reference set. This is followed by acceptance tests with an additional 40'000 to 60'000 documents. Compared to earlier manual methods, testing capacity has increased significantly.

«Our teams greatly appreciate the efficiency of DocBridge® Delta. Manual testing is rarely considered anymore – neither for single documents nor for high-volume batches. Results are available very quickly and are thoroughly documented», says Patrice Witschi.

Batch runs of up to 60'000 pages are completed in only two and a half hours, allowing execution even during the day. Time savings reach up to 90% - while greatly improving quality assurance.



## CENTRIS SOLUTION ARCHITECTURE





## ABOUT CENTRIS AG

The origins of today's Centris AG date back to 1947, when several health insurers consolidated standard data-processing and mail-distribution workflows into a shared data center to create synergies and increase efficiency. In the 1990s, the first transaction-based industry solution, IRIS, was launched – still serving as the technological foundation for many core processes today.

Since 2016, Centris has operated as an independent joint-stock company and is now majority-owned by its five largest strategic partners: SWICA, ÖKK, EGK, Aquilana, and innova. This ownership structure ensures the ongoing development and strategic advancement of the company's business objectives – supported by joint innovation initiatives and the continuous enhancement of its platforms.

Today, Swiss health and accident insurers rely on Centris for comprehensive services related to the design and operation of IT solutions that automate business-critical processes. The aim is to increase efficiency and improve service quality for policyholders. Clients benefit from innovative, secure, and high-performing IT solutions across both corporate and retail business – from standalone applications to fully integrated system landscapes. Through its solutions and services, Centris actively drives digitalization within the Swiss health insurance market and operates the country's largest health-insurance ecosystem, serving more than 23 affiliated insurers.

## MASSIVE SPEED GAINS IN THE COMPARISON PROCESS

Before introducing the new solution, employees had to manually compare documents on-screen – a time-consuming and error-prone process.

«Depending on the department, two employees would spend two to three days comparing documents visually. Today, the process takes just hours. The department only needs to review the reported differences», explains Patrice Witschi. At the same time, Centris now has full confidence that all discrepancies are detected and that generated customer documents meet the required quality.

## STRENGTHENED TRUST IN CENTRIS

During the first customer migration to the new OMS, an additional challenge emerged: the customer simultaneously introduced a completely new document layout. «We were comparing two documents that looked entirely different. A visual comparison was impossible – manual review would never have caught even simple errors», Witschi explains.

DocBridge® Delta offers the flexibility to meet even the most complex comparison requirements. Users can choose between pixel-based and/or text-based comparison and define or exclude specific document areas. «Quality assurance has reached a new level. Even the smallest deviations are reliably detected – and we can now present detailed test results to our customers, which significantly strengthens their trust in Centris and our services», explains Patrice Witschi.





## RESULTS AT A GLANCE

- Successful process automation in testing
- 90% acceleration of the comparison process
- Comprehensive test evaluations and reports
- Significant gains in fact-based security and reliability
- Rapid adoption thanks to intuitive user experience
- Strengthened customer trust and reinforced reputation

## EXPERT PARTNERSHIP WITH ENGENIUS

Because of the strong customer impact, the project held high strategic importance within Centris. Engenius provided active support during both the PoC and the go-live process.

«We truly appreciated the collaboration with Engenius. Throughout the entire PoC and project phase, responses were fast and communication was transparent. With Engenius, we had a competent and reliable partner at our side», says Patrice Witschi.

## EXPANSION OF THE SOLUTION WITHIN CENTRIS

DocBridge® Delta is currently being used directly by the business department. Due to the consistently positive experience with the solution, Centris plans to expand its use even further. For example, the automated initialization of the testing workflow within the release process is already being prepared.

Another planned step is the direct integration of DocBridge® Delta into the templating process. This would result in an additional increase in quality and efficiency. Errors could be identified and eliminated at the very beginning of the development chain, leading to a further reduction in workload for the business team.