

PMI Group Inc.

In an effort to extend its services, PMI wanted to generate and deliver certificates to its customer base using a Web interface. PMI's developers produced a JAVA-based application and an interface that linked the application to PMI's existing Microsoft-based system.

The Business

PMI Group Inc., headquartered in San Francisco, is one of the largest private mortgage insurers in the United States, Australia, New Zealand and the European Union. It is also the largest mortgage guaranty re-insurer in Hong Kong.

In an effort to extend its services, PMI wanted to generate and deliver certificates to its customer base using a Web interface. PMI's developers produced a JAVA-based application and an interface that linked the application to PMI's existing Microsoft-based system.

The Challenge

The newly developed interface presented PMI with two major challenges:

- The interface could not support multiple users.
- The application performed miserably. For example, the average transaction took two minutes versus a goal of 15 seconds.

In addition, several consulting firms, as well as internal developers, wrote the application at various times. None kept a history log.

PMI needed to dramatically improve its application's performance and increase efficiency for customers.

The Stakes

In the hugely competitive mortgage insurance industry, quick and convenient access to services helps earn and retain customers. PMI had promised customers quick, online access to services. Continued use of its inadequate application would quickly deteriorate PMI's customer relationships, and damage its profitability.

The Solution

eVentive, Inc. worked with PMI to identify and resolve performance bottlenecks and enable the company's online application to support multiple users. The collaborative effort solved the company's existing problems and improved the company's development process to ensure the success of future versions of the application.

The Benefit

Today, PMI's customers wait only nine seconds for the application to process requests. Previously, they waited an average of 60 seconds. Additionally, eVentive remedied the application's transaction bottleneck reducing average processing times from two minutes to 30 seconds.