



people knowing software.



REFERENCE | AVUS Group

AVUS Group Modernizes IBM i Interface with PKS

– A Future-Proof User
Experience for Business-
Critical Processes

The AVUS logo, consisting of the word 'AVUS' in white, bold, sans-serif capital letters, positioned above a white horizontal line, all contained within a blue square background.

AVUS

The challenge:

A proven core application, but an out-dated user interface

The **AVUS Group** is an internationally active specialist in claims settlement and, since its founding in 1960, has been an established partner for insurance companies, reinsurers, social insurance providers, and businesses with a regular volume of claims. Today, AVUS handles claims in more than 150 countries, coordinating all parties involved – from experts and attorneys to repair shops.



The underlying business processes have been managed for many years via a central IBM i core application. AVUS has been working successfully with **PKS Software GmbH** since 2008 and uses the 5250 modernization solution **eXcite** as the basis for its daily operations.

However, the existing user interface, which was automatically generated from the green screen, had remained virtually unchanged for many years. Its design and user experience were still based on older Windows design principles and placed a strong emphasis on backward compatibility.

With the strategic evolution of the PKS product landscape toward web-based clients and the discontinuation of the classic Windows client, it became clear that the interface needed to be reimagined.

The project was driven primarily by requests from the user community:

- less time and effort required to train new employees
- a modern, professional look
- greater flexibility to make adjustments on your own in the future



Key question

How can a business-critical IBM i application be modernized without compromising stability and protecting your investment—while also creating a user experience that meets current and future needs?

“The combination of conceptual UX work and technical implementation was key for us. Today, we can not only use the result, but also continue to develop it on our own.”

Kunibert Ehmann

Project Manager & IT Director
AVUS worldwide claims service GmbH



“The workshop was a key factor in our success. Together with AVUS, we were able to define clear standards that provide long-term guidance—both for users and for future development.”

Ann-Kathrin Stückl
Team-Lead Marketing
PKS Software GmbH



The solution: UI Modernization with a Clear Strategy, Structure, and Long-Term Vision

AVUS decided to undertake a **comprehensive modernization of its user interface** – not merely as a redesign, but as a **strategic UI project**. PKS provided support for the project both conceptually and technically.

The project kicked off with a five-day workshop led by PKS UI/UX experts. Working closely with the AVUS team, we defined requirements, analyzed usage scenarios, and, building on that foundation, developed a robust interaction and design concept.

The results included, among other things:

- ✓ Wireframes for key use cases
- ✓ clear guidelines for layout, components, and user navigation
- ✓ deliberate standardization to enable AVUS to manage the project independently over the long term

The goal was not only to create a modern interface, but also to establish a solid foundation for future developments.

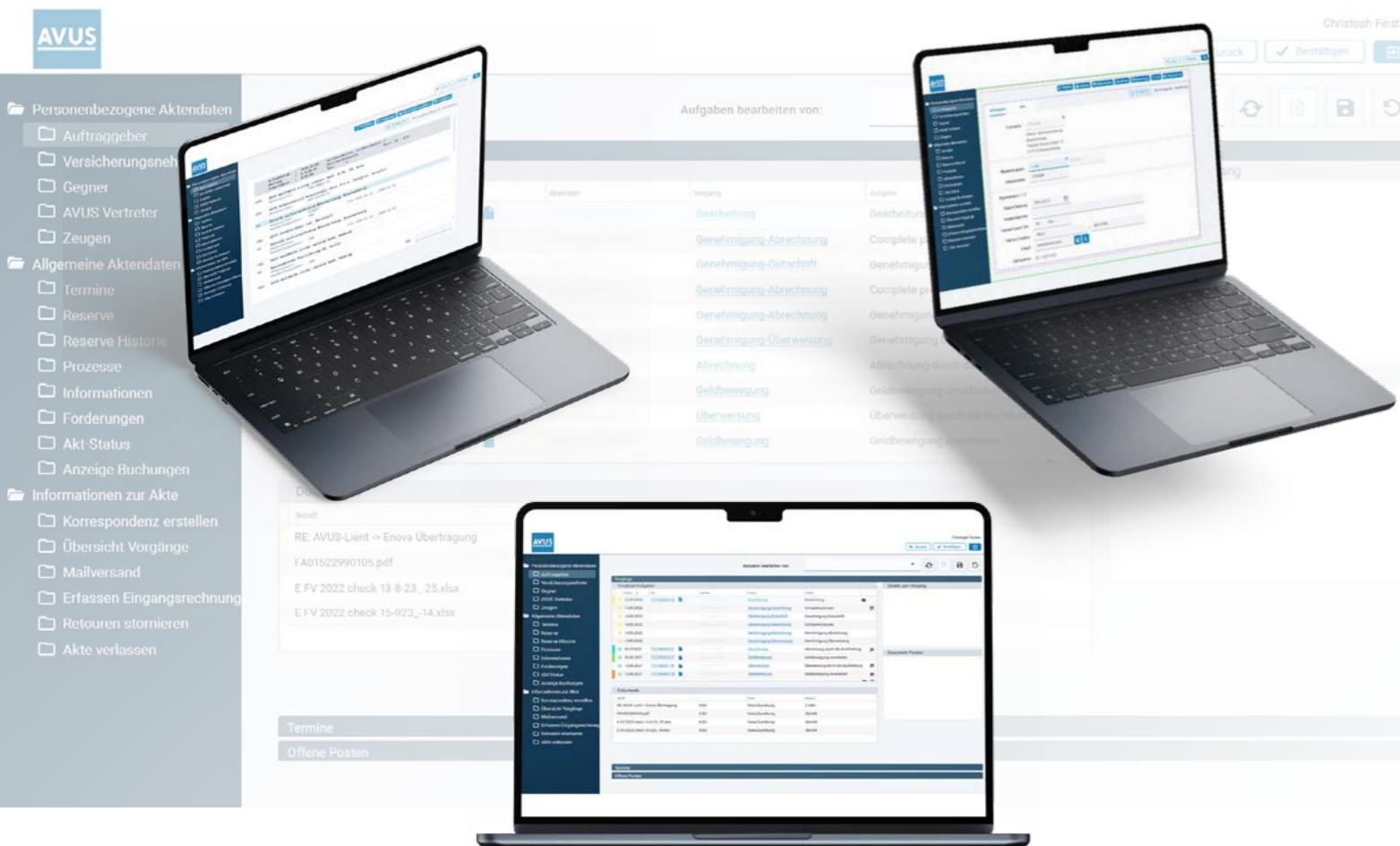
Technical implementation: eXcite meets modern web technologies

From a technical standpoint, PKS relied on a combination of:

- ✓ targeted CSS optimizations
- ✓ Changes to the eXcite-rules
- ✓ tight integration with the low-code framework **Valence**

eXcite- and Valence applications integrate seamlessly with one another. This provides users with a seamless, consistent user experience – regardless of whether functions originate from the existing core system or from modern web components.

At the same time, this architecture supports AVUS’s long-term goal of gradually phasing out eXcite and transitioning fully to standardized web technologies – without disrupting ongoing operations.



Benefits & Added Value for AVUS

The modernized user interface is of central importance to AVUS, as all file management is handled through the front end of the IBM i core application. The project has helped overcome significant obstacles:

Benefits & Added Value for AVUS

- ✓ Modern, intuitive user interface
- ✓ Standardized UI components for sustainable future development
- ✓ A clear technological roadmap toward web clients
- ✓ Significantly reduced training requirements for new employees
- ✓ Greater autonomy in future updates
- ✓ Ensuring the continued operation of the existing core application

“With AVUS, it wasn’t about a cosmetic redesign, but rather a sustainable UI strategy. That’s exactly where the close integration of eXcite and modern web technologies comes into its own.”

Roland Müller

Head of IBM i Software Solutions
PKS Software GmbH



Conclusion: Modernization with a sense of proportion and a clear vision

With its UI modernization, AVUS has taken an important step toward aligning proven IBM i processes with modern user expectations. The project serves as a prime example of how stability, investment protection, and future-proofing can be combined.

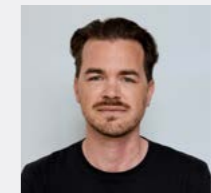
PKS supported AVUS not only technically but also conceptually – with a clear focus on sustainability, standardization, and collaborative partnerships. Today, the new UI framework lays the groundwork for implementing future requirements in a flexible and controlled manner.



“For us, it was crucial to create a workspace that makes our employees’ daily work easier while also being sustainable in the long term. PKS’s structured approach was a great help to us in this regard.”

Christoph Finster

Software Team Lead
AVUS worldwide claims service GmbH





The Company:

AVUS worldwide claims service GmbH

The **AVUS Group** is a global service provider specializing in international claims investigation, settlement, and subrogation. Since its founding in 1960, AVUS has been assisting insurance and reinsurance companies, national insurance bureaus, brokers, and other institutional clients in the efficient handling of personal injury, property damage, and financial loss claims in over 150 countries. The team works in more than 30 languages and utilizes specialized digital processes to reduce time and costs for clients and centrally manage claims across borders.

AVUS operates independently of insurance companies and does not broker policies, ensuring that the interests of its clients remain the primary focus.

For more information, visit
www.avus-group.com



CONTACT

Feel free to contact me

Take advantage of our experts' many years of experience.
We look forward to working with you!

We'd be happy to put you in direct contact with our reference clients upon request. Direct communication – it's that simple.



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