



# Digital Transformation in Major Insurance Company

## Summary

The Insurance company achieved an impressive 80% reduction in administrative effort for underwriter processes by implementing a digital integration platform. This was made possible through a systematic rollout that focused on streamlining and automating various administrative tasks. The successful implementation of this platform resulted in significant time and resource savings for the company.

## Organization Background

A major insurance company underwent automation and transformation in their Underwriting department, retiring their legacy system and adopting Unqork as the new platform. This shift aimed to enhance efficiency, streamline processes, and adapt to the evolving insurance landscape, enabling faster decision-making and reducing manual errors.

The insurance company embraced Unqork as their new platform, replacing their outdated system with a cutting-edge solution. This move streamlined underwriting processes, reduced errors, and improved operational effectiveness, positioning the company as an industry innovator while meeting customer expectations.

## Business Challenge

During a significant digital transformation, the insurance company experienced disagreements between their Business and IT departments regarding the business case. Despite these challenges, they recognized the need to accelerate the roll-out of Unqork to the various profit centers while minimizing risks and business disruptions. To facilitate this process, comprehensive documentation of the current processes was developed, accompanied by a thorough analysis to identify areas for improvement and automation. This approach aimed to establish future state processes that would align with the new system and support a seamless transition.

In order to support the transformation efforts, the insurance company embarked on developing detailed documentation of their existing processes. This documentation served as a foundation for analysis, enabling them to identify opportunities for improvement and automation. By carefully studying the current state of operations, they could develop future state processes that aligned with the implementation of Unqork. This approach was crucial in ensuring a smooth roll-out of the new system across different profit centers, while also minimizing any potential risks or disruptions to the business. The company recognized the importance of thorough planning and analysis to drive successful digital transformation and enable the seamless adoption of Unqork throughout the organization.

## The Solution

The company decided to focus on improving process transparency to provide better information for business cases and change management as well as to focus on delivering several short-term improvements.

- Capture As-is process models through SME interviews and document processes in Signavio using BPMN. Analyze process models to identify improvement opportunities and define actions.
- Produced dynamic software reference models to show how processes are best organized using Unqork.

- Design standardised To-be processes which are responsive to improvement opportunities while also leveraging the Unqork reference models.
- Run simulations of the As-Is & To-be processes for business cases. These simulations considered volume, decision points, and role resourcing input to compare the reduction of cost and effort.
- Enable repository management, on-going usage of the reference model through training and capability development to ensure continued Process management discipline.

## Results

A compelling, fully costed business case that yielded the following benefits:

- Identified reduction of administration efforts of over 80% and an overall process cost reduction of approximately 50%.
- Delivery of a centralised repository via Signavio and convenient access to process documentation & models; reusable and easily transferable to other profit centers.
- Standardised process documentation & transformation approach.
- Accelerated Unqork roll-out to different profit centers through re-use of reference models; reduction of design time per profit center by over 50%.
- Solid business case and change management related information through process simulation; agreement on business case and organization effects.
- Minimized transformation risk & business disruption through transparency and simulation analysis.
- Reference model handbook to guide the ongoing use of the reference model, sustainable process capability.

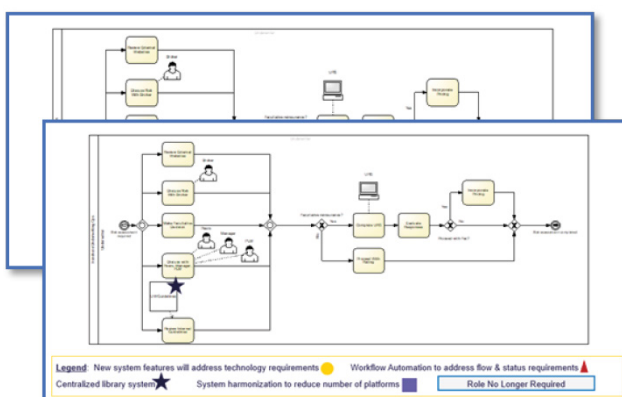


Figure 1: Process Analysis and Identification of Process Improvement Opportunities

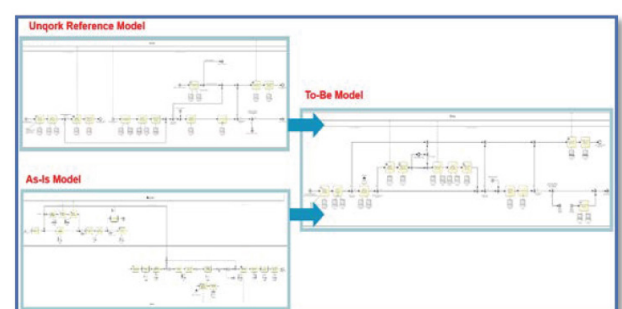


Figure 2: Dynamic Software Reference Models and To-be Process Model Development

Do you have questions on these subjects, or would you like to talk with us about specific projects? Simply send us an e-mail or give us a call!

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