



Insurance



The Brief

The cost of insurance within Australia has dramatically increased. This has applied pressure on insurance companies to meet demand whilst retaining market competitive pricing.

The client, a large insurance company that manages \$1.5 billion in assets, briefed Business Analysis (BAPL) to design and implement Business Process Management, to significantly improve the efficiencies across the organisation.

The Challenge

A plethora of existing work instructions, process maps, policies and procedures were dispersed across the organisation. No overarching method to identify duplicates, conflicts, or gaps existed.

There was no link between core business functions and the processes that support them. There was also no consistent method to identify opportunities and build business cases for process efficiency and optimisation. Potential process risks, weaknesses and process costs were hard to identify. And there was no system of assessing the priority of various processes against agreed criteria for projects.

These inefficiencies and major gaps impacted the performance of the entire organisation. They also hampered efforts in enterprise architecture, business cases, testing, organisational change management, corporate data model, capacity planning, customer experience management and software vendor selection.

Our Approach

With 10 years in-depth experience providing consulting services, BAPL understand and are expert at working to improve organisational efficiencies.

Using out knowledge of Business Process Management and business process driven requirements, we understand the insurance environment and work with staff to design systems that reduce risks, improve efficiencies and reduce costs.

BAPL's role was to collaborate with a large number of stakeholders across the organisation, gain consensus, develop a roadmap to sustainable improvement, pilot and deliver via prioritised projects.



The Outcome

Some of the key successes:

- Improved management of business processes across the organisation
- Reduction in duplicated business processes
- Defined business process improvement method
- Greater alignment between the business and software
- Reduction in IT systems due to a reduction in duplications