



Business process automation in the insurance industry

Case Study of Camunda BPM implementation at Allianz Indonesia



FIRST PARTNER
IN POLAND

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The following case study is based on the interview conducted with the Head of Application Development in Allianz Indonesia, **Jörg Sauer**.

About Allianz Indonesia



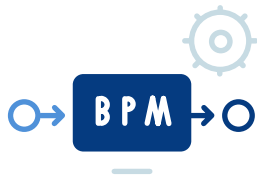
40

Business processes



14 000

Active insurance brokers



160 000

Process instances per month



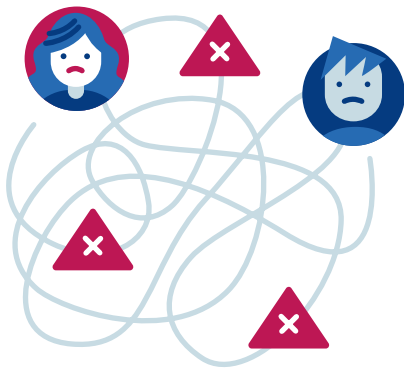
2 000 000

Policy holders



Allianz Indonesia is present in 44 cities with 80 service points and cooperates with over 14,000 active insurance brokers. It provides comprehensive insurance services for over 2 million insurance policy owners.

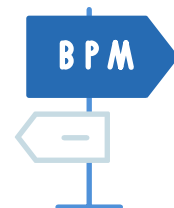
The company's problems before the implementation of the BPM platform



- Allianz Indonesia had no established BPM, but had workflows hard coded in different systems.
- There was no standard process modeling. The flow charts were extremely contradictory.
- The actual knowledge about the processes was „stored” in the minds of Subject Matter Experts.

Which BPM software to choose? Why did Allianz Indonesia choose Camunda BPM?

Jorg Sauer's department from Allianz Indonesia evaluated various BPM products. As Jorg says, Camunda BPM made the race as the product's vision and roadmap could convince most.



In addition, it was very important to Allianz team to get the product support directly from the development team and to receive decent consulting services regarding the product and the BPMN standard.

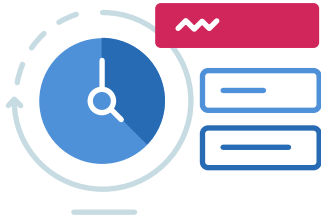


Camunda provided helpful support and consulting services. In addition to technical issues, this also included best practices in process modeling with BPMN.

In the end, Allianz only used 30% of the technical consulting allocation as the product support was very effective and the product itself was so lightweight and easy to use.



As Jorg says - so far Camunda offered the best support of all their software and application suppliers.



Whenever Allianz Indonesia had requirements that Camunda could not meet short-term, Allianz were immediately informed, so that Allianz team could arrange for alternative options and schedules.

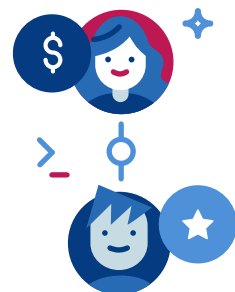


Challenges of implementing BPM software

Camunda support and consulting services kept technical challenges to a minimum.



Allianz Indonesia faced the biggest challenges in requirements engineering, so rather on a methodological level and in dialogue with business departments. However, this could also be resolved due to Camunda's BPMN consulting.

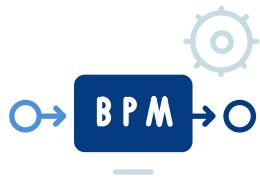


Implementation results



40

internal and external business
processes automated



1 60 000

process instances
per month



7

integrated applications

- Core insurance processes have been automated
- Legacy applications have been integrated into the processes

By now almost every project uses Camunda BPM. All process requirements are implemented in Camunda BPM, and almost all legacy applications have been integrated into the processes. Camunda BPM has become an integral part of Allianz Indonesia application landscape.



The introduction of Camunda BPM was also generally the starting point for the introduction of middleware technologies: Inspired by the success with Camunda, Allianz rolled out the JBoss Drools rules engine as well as Talend DI and ESB four months later.



„Camunda BPM made the race as the product's vision and roadmap could convince most. So far Camunda offers the best support of all our software and application suppliers.

By now almost every our project uses Camunda BPM.”

JÖRG SAUER

Allianz Indonesia

Interested in implementing Camunda BPM in your company?

Let's talk!



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