

## WEBMETHODS BPMS SPEEDS PROCESSING OF 7,500 PIECES OF MAIL – FROM DAYS TO HOURS

### Challenge

The UNIQA Group insurance companies receive thousands of paper documents by mail every day. Sorting and forwarding these documents for action was taking too much time and effort, which is why UNIQA sought an automated business process management solution. Its goals were to shorten processing times, lower administrative costs and better distribute the workload to speed up processing.

### Solution

With the help of the webMethods Business Process Management Suite (BPMS), UNIQA automated the entire process for its Austrian offices—from receiving to processing paperwork—and has created a viable foundation for future process-optimization projects.

### Benefits

- Faster distribution of up to 7,500 pieces of mail/day
- Shorter processing times— from several days to one to two hours
- More accurate assignment of documents to the responsible administrators, from the start
- Improved tracking of each document
- Increased accountability via improved monitoring and control
- Higher productivity—scanning no longer needed
- Greater flexibility to adapt to changing business processes



The UNIQA Group Austria is one of Central Europe's leading insurance groups and deliberately combines Austrian identity with a European system. Since its founding in 1999, the UNIQA Group has quickly established itself in Austria as well as in the Central and Eastern European markets. Today, UNIQA is represented in 20 countries by 40 insurance companies. With 7 million customers groupwide, almost 15 million contracts and a premium volume of €5.8 billion, UNIQA is one of the most dynamic groups of companies in Central Europe.

**Get There Faster.™**

**“In terms of customer orientation, the first project with webMethods BPMS has already helped us gain clear advantages. And with it, we have formed the foundation for other projects to continually improve our business processes.”**

Karl Unger | Board Member | UNIQA

### Controlling floods of incoming mail

Every day, the nine state headquarters of the UNIQA companies in Austria get flooded with paper—up to 7,500 pieces of mail, each averaging five pages. Once the mail comes in, each document needs to be assigned to an administrator based on different criteria, such as by insurance industry branch or responsible department.

In the past, document distribution was time- and staff-intensive. It could take several days before documents finally reached the right administrator, who then had to scan them for documentation and archiving purposes.

### More efficient sorting and distribution

As part of an array of different projects to optimize business processes, UNIQA initiated the “electronic document flow” process. Using Software AG’s webMethods BPMS, UNIQA aimed to improve its current approach and also demonstrate the potential of BPM to foster other process improvements.

According to Thomas Durstberger, project manager in charge at UNIQA Software Services GmbH, the webMethods BPMS was chosen after evaluating various alternatives. In addition to the functionality and quality of webMethods BPMS, the long-standing collaboration between UNIQA and Software AG on Service-Oriented Architecture (SOA) projects contributed to the selection decision.

### Flexible automation

Now webMethods BPMS automates the document-handling process, which begins with an outsourcing partner of UNIQA. There, incoming documents are scanned via Optical Character Recognition (OCR) or manually due to unclear answers on forms, bad handwriting or use of images.

The documents are then classified according to various criteria for further processing and transmitted with the corresponding metadata at intervals of 15 minutes to UNIQA’s Braintribe DMS by Software AG’s technology partner of the same name.

Braintribe then begins an individual process for each next step. Using rules provided by UNIQA, the webMethods BPMS manages the entire document flow up to the delivery in electronic in-baskets. From those in-baskets, administrators are assigned tasks at their workstations based on centrally defined filter criteria.

webMethods BPMS offers many value-added features. For example, adapters allow the information server to obtain and complete missing information in a document based on specified rules from the procedures. Additionally, UNIQA has access to the current status of individual processes, and with the webMethods Composite Application Framework (CAF), an administrator’s desktop can be integrated completely and seamlessly into the BPM solution.

This enables case processing to begin that same day—rather than over a period of days.

“Our priority for this project was to create a technological foundation for business process management and understand the business processes themselves,” project manager Durstberger said. At the same time, he stressed that the current solution is in no way a one-time automation.

“After the complete roll-out is concluded, we will be in a position to change processes very quickly,” he said. Instead of being slowed down by static organizational principles, assignments will be distributed dynamically according to each administrator’s specialization or focus.

Assigning tasks to different centers based on availability or expertise will speed up transactions, end-to-end, improve the distribution of work and enable UNIQA to realize significant cost savings.

### KEY COMPONENTS

#### webMethods BPMS

The webMethods BPMS supports all BPM functions—from analysis and modeling to implementation and monitoring of new or improved business processes. Based on an SOA, webMethods BPMS enables existing IT as-sets to be integrated seamlessly—protecting existing investments.

Take the next step to get there – faster.

#### ABOUT SOFTWARE AG

Software AG’s 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers’ goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our forty-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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