xceedance

DIGITAL TRANSFORMATION

Simplifying Insurance Processes with an Automated BPMS Solution

Eliminating legacy challenges to streamline workflow management for insurance businesses

Business process management systems have grown in relevance in the digital age. Emerging innovations in AI and automation have further enabled business process model and notation (BPMN) specifications to accelerate critical business workflows.

The industry-focused workflow management solution from Xceedance helps new-age insurance enterprises address evolving business needs.

The BPM challenges facing enterprises

Complex business processes are fraught with issues that affect business agility and organizational productivity. Insurance providers and reinsurers functioning in siloed IT ecosystems with limited digital maturity are the most susceptible to subsequent BPM challenges, including:

▶ Task slippage leading to unnecessary delays and poor policyholder and broker experience

▶ Tedious manual allocation process and effort duplication

▶ Poor collaboration due to lack of workflow tracking and management

▶ Limited analytics, reporting, and audit capabilities and no single-source-of-truth

▶ Non-availability of insurance-focused workflow management solutions
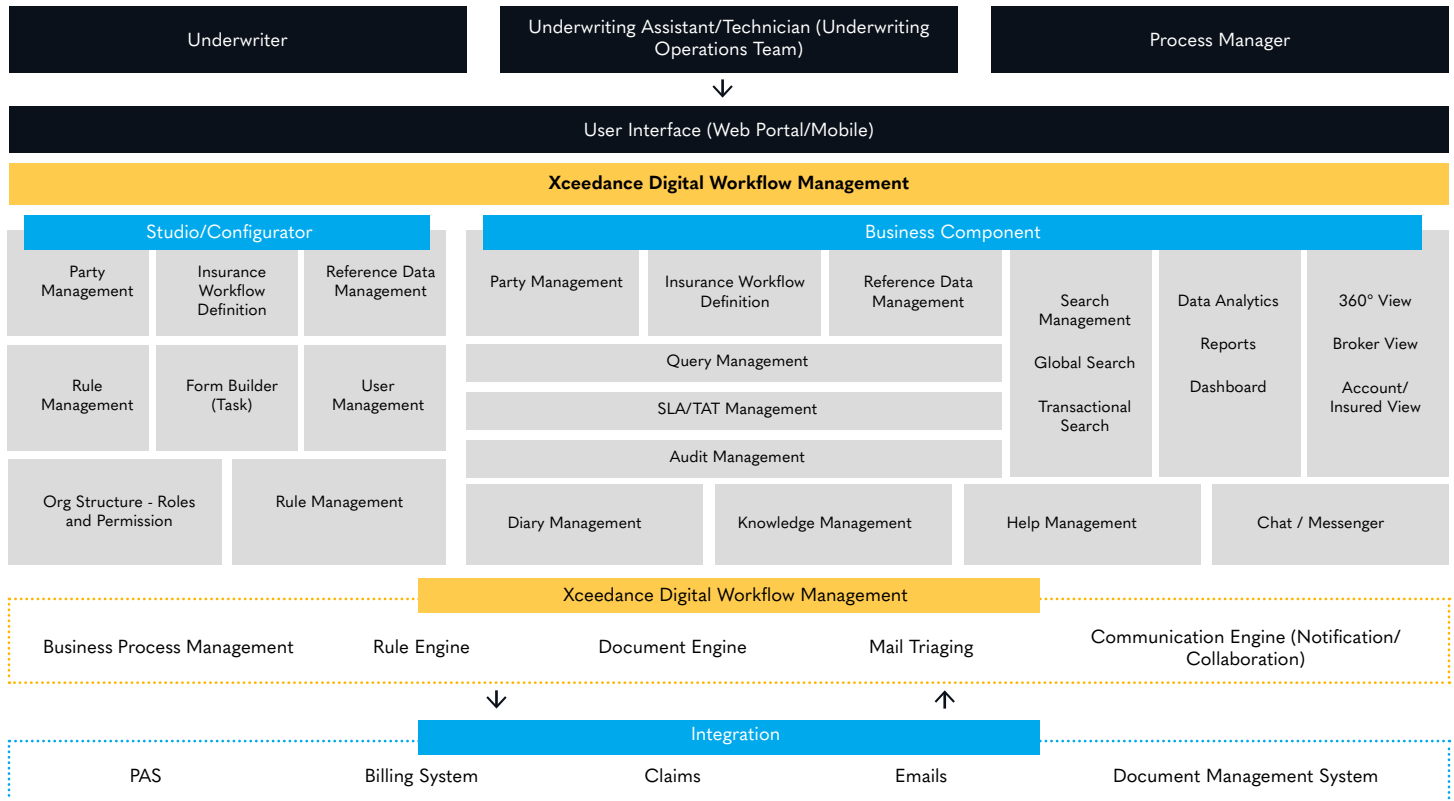
BPM FAQs

01 How do I evaluate, optimize, and automate my insurance processes and enhance digital collaboration across key stakeholders?

02 How can I accelerate turnaround time and time-to-value and increase enterprise productivity?

03 What is the most effective way to boost process transparency with deeper insights into the process, team, workload, and SLAs?
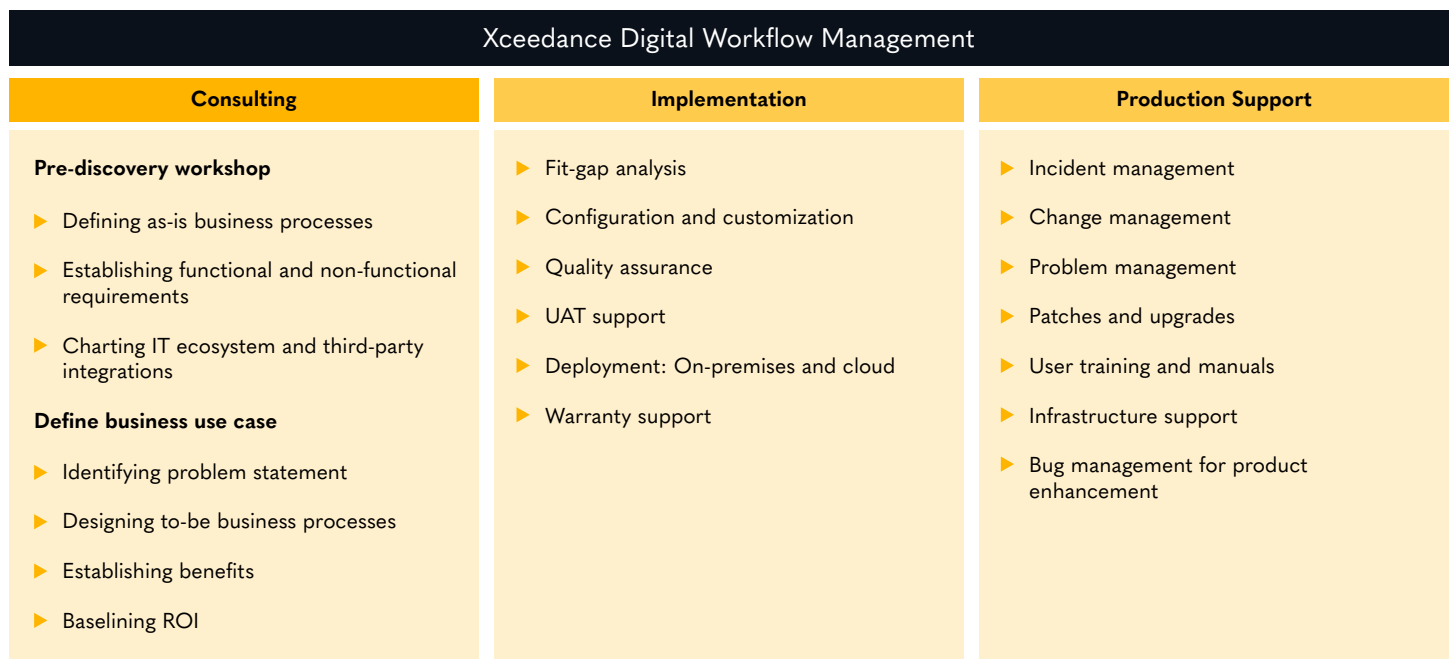
The Xceedance solution

Built around state-of-the-art technology and a proven framework, our BPM solution can help you chart a seamless process management course with intelligent automation and other unique capabilities. Our solution addresses critical workflow management challenges faced mainly by mid-sized companies with a heterogeneous IT and services landscape, commercial and specialty insurers, and reinsurers. Here are some of the key components of the solution:

Underwriter	Underwriting Assistant/Technician (Underwriting Operations Team)	Process Manager

↓

User Interface (Web Portal/Mobile)

Xceedance Digital Workflow Management

Studio/Configurator			Business Component					
Party Management	Insurance Workflow Definition	Reference Data Management	Party Management	Insurance Workflow Definition	Reference Data Management	Search Management	Data Analytics	360° View
Rule Management	Form Builder (Task)	User Management	Query Management			Global Search	Reports	Broker View
			SLA/TAT Management			Transactional Search	Dashboard	Account/ Insured View
Org Structure - Roles and Permission	Rule Management		Audit Management					
			Diary Management	Knowledge Management		Help Management		Chat / Messenger

Xceedance Digital Workflow Management

Business Process Management	Rule Engine	Document Engine	Mail Triaging	Communication Engine (Notification/ Collaboration)

↓ ↑

Integration

PAS	Billing System	Claims	Emails	Document Management System

Xceedance transforms workflow management for insurance organization by delivering strategic consulting services, robust solution implementation, and high-ROI ongoing production support:

Xceedance Digital Workflow Management

Consulting	Implementation	Production Support
Pre-discovery workshop	▶ Fit-gap analysis	▶ Incident management
▶ Defining as-is business processes	▶ Configuration and customization	▶ Change management
▶ Establishing functional and non-functional requirements	▶ Quality assurance	▶ Problem management
▶ Charting IT ecosystem and third-party integrations	▶ UAT support	▶ Patches and upgrades
Define business use case	▶ Deployment: On-premises and cloud	▶ User training and manuals
▶ Identifying problem statement	▶ Warranty support	▶ Infrastructure support
▶ Designing to-be business processes		▶ Bug management for product enhancement
▶ Establishing benefits		
▶ Baselining ROI		

What do you get?

The Xceedance Digital Workflow Management solution helps you improve your organization's productivity and reduce costs across the board by automating the existing process of managing workflows, significantly increasing your team's productivity.

▶ Our team of insurance-savvy business process advisors, domain practitioners and technologists works collaboratively with you to simplify, integrate, and accelerate the adoption of process orchestration and automation.

▶ We offer flexible engagement models apt for your product velocity goals and fine-tune your business processes for effective implementation of the solution.

▶ Our solution is built on low-code platform-based architecture and is easily configurable and scalable with multi-device compatibility and sophisticated integration capabilities.

We just don't build solutions. We closely engage our clients to streamline maintenance, enhancement, and support of the solution, with watertight SLA compliance, quality assurance, and governance.

Customer success story

The client's Challenge

A leading speciality insurer was leveraging multiple, disparate tools for work allocation across the insurance value chain, including MS Excel-based solutions. The workflow management process involved significant human intervention as transactions were tracked using SQL, MS Access, and MS Excel.

Xceedance Solution

Xceedance standardized workflows across regional and cross-functional teams to enable automated work allocation and tracking. We implemented a robust platform to track the status of various activities, automate production reporting, and enable enhanced and deep insights into each request across the policy lifecycle, ensuring each transaction is tracked in real-time.

Proven Results

With the implementation of our BPM solution, the insurer experienced up to a 10% increase in efficiency, significantly reduced the risk of missed emails and dual processing, and achieved better control over end-to-end insurance processes.

Learn how Xceedance can help your organization navigate complex market challenges, manage rapidly-evolving policyholder expectations, boost regulatory compliance, and kickstart enterprise transformation. Ready to find your way forward? Reach out to us at **contact@xceedance.com** to get started.