

Metastorm Enterprise for Insurance



Insurance companies must balance the needs of policyholders and shareholders with opportunities for agents, market changes, and a myriad of regulatory and legislative requirements. Agility is of the utmost importance as you move new products to market faster, optimize critical processes and strive to capitalize on opportunities and stay ahead of the competition—all while continuing to focus on cost control.

Metastorm addresses your challenges with Metastorm Enterprise — an integrated portfolio of fast and flexible enterprise modeling, business process automation and integration software to help achieve a competitive advantage.

Metastorm ProVision®: Drive Enterprise-level Transformation

As an end-to-end solution for enterprise architecture and business process analysis, Metastorm ProVision enables you to understand all aspects of your business operations to continually improve performance.

With Metastorm ProVision, you can create a holistic picture of your enterprise. Metastorm ProVision provides a comprehensive facility for capturing and integrating multiple perspectives on processes. Through its use, you can extend models to include the relationships among processes, goals, organizations, locations, information/data, and systems.

For example, Metastorm ProVision can assist you in process improvement and requirements definition by enabling you to:

- Leverage enterprise process information for more effective risk management
- Tighten the delivery process across lines of business
- Create an enterprise that can swiftly respond to market and regulatory changes
- Rethink distribution channel strategy and web-based opportunities

Metastorm ProVision has been successfully deployed by top insurance organizations for initiatives such as launching products and systems, establishing a business architecture, and streamlining processes.

Highlights

Benefits

- Model and improve processes, assets and organizational responsibilities under one common framework
- Establish well-defined processes that span multiple people, organizations and systems

- Route and balance staff workloads
- Manage and enforce important dates and timelines
- Integrate with related systems and tools
- Present complete monitoring and visibility

Customer Success

- Bay Building Services
- Chubb Commercial Insurance
- Mutual of Omaha

Learn about these and other Metastorm customer successes at www.metastorm.com

Fast and Accurate Data Collection

As part of the Metastorm ProVision product offering, Metastorm Discovery™ is an interactive process discovery tool designed to enable faster and more accurate collection of data, process understanding, and process metrics that can be used to drive business process modeling, improvement, and optimization efforts. This solution can help you easily collect actual experiential data on your insurance processes to determine where opportunities exist for continuous process improvement.

With Metastorm Discovery you can capture information about all steps in an insurance process – including manual and off-line activities. It has been used to perform metric studies on insurance processes such as claims audit, transfer of assets, premium payments, and new business set up.

This data can be used as input for modeling your “as is” process and analyzing potential improvements using Metastorm ProVision – with the goal of optimizing each process to meet your specific strategic objectives, such as minimizing costs, accelerating response time, or improving productivity. The optimized processes can then be deployed and automated through the Metastorm BPM suite.

Metastorm BPM®: Improve Operational Effectiveness

Metastorm BPM helps you automate, measure, and improve your insurance business process. With Metastorm BPM you can better capitalize on your key differentiators –people and processes – to address key challenges, including:

- Innovating back-office and customer-facing processes. Metastorm BPM enables you to establish a cycle of constant innovation for customer-facing processes like quotation and renewal and back-office processes like underwriting and subrogation. By managing processes with Metastorm BPM, you gain the ability to implement innovative ideas quickly.
- Minimize or eliminate disruption associated with change. Change takes many forms for insurers including expansion into new markets and products, mergers and acquisitions and shifting regulatory requirements. Using Metastorm BPM for regulatory compliance allows you to rapidly adapt your processes and reports to comply with new operating and reporting requirements. Disruption is minimal because Metastorm BPM assures that you are prepared for constant process change.
- Capitalize on customer contact opportunities to sell new products. For insurers, almost every customer contact can be an opportunity to build loyalty and encourage additional investment. With Metastorm BPM, customer facing processes consistently include steps that help your agents and employees cross-sell products.
- Achieve governance. Metastorm BPM also features .NET and Java, which enable your IT team to create governable services that can be combined to support business objectives while shielding business users from the complexity of multiple disparate systems.
- Manage agent recruiting, training, and agency opening processes. Your organization might utilize captive or independent local agents as a sales and service channel. Metastorm BPM enables you to standardize recruiting, training, agency opening and agent enrollment processes – making them less expensive and reducing risk. This allows you to write business in new markets faster and expand your presence in established markets.

Metastorm BPM has a proven record of success in the insurance industry. It enables you to increase productivity, reduce costs and improve service by automating and improving processes such as claims management, quote management, invoice creation, and rate book issue.

MIM: Integrate Your Systems and Services

The Metastorm Integration Manager (MIM) helps insurers rapidly and cost-effectively integrate and efficiently utilize diverse and often highly distributed business systems and services, databases, file systems, and even the most obscure legacy applications. Whether deployed as part of the Metastorm Enterprise suite or on its own, MIM provides you with a robust platform for:

- Designing, executing, and monitoring system-based processes
- Web-service enabling existing mainframe and legacy applications and functions
- Enabling high-volume secure Managed File Transfer (MFT)
- Integrating mainframe and legacy systems into new and existing business processes on updated technologies
- Enabling native integration to and system-based process management on IBM CICS systems
- Supporting the move to Service-Oriented Architecture (SOA)
- Assembling multiple application functions and data from various systems
- Providing a framework for new composite application development

With MIM, you have visibility into and can control even the most minute system tasks within the construct of a business process.

The Value of Metastorm

Metastorm helps provide you with the agility you need to respond to changing conditions, new regulations, and demands for improved products and services—contributing to the bottom line and company growth.

With Metastorm, effective enterprise architecture and business process analysis combines with a strong, reliable business process management and integration platform to help change how your organization manages existing accounts, acquires new customers, interacts with partners, delivers new products, complies with regulations, and communicates with external parties. This means the business runs more efficiently and achieves accelerated results – and you gain the visibility and agility you need to achieve a strategic advantage.

For more information on how Metastorm solutions can help you, contact us at 1 877-321-META or sales@metastorm.com.

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