



#### ALLIANZ IRELAND

A leading provider of insurance and asset management products and services.

**Industry: Financial Services**  
**Geography: Ireland**

#### Deployment Summary

- TIBCO's BPM software integrates both internal and external processes into a single, streamlined claims process.
- Allianz can dynamically share documents with customers and brokers.
- Work reallocation function automatically reassigns work from absent or overloaded employees to the rest of the team to complete.
- TIBCO completed the project within the three-month agreed-upon period, without changes to schedules, budgets, or requirements.

#### Benefits

- Process automation enables 80 percent increase in efficiency, with claims processing reduced from weeks to days.
- External third parties can now view new and existing claims and request work online without having to speak with Allianz agents.
- Information reloads, which used to take 30 minutes, now take just 30 seconds.
- Allianz achieved ROI in six months.



"With TIBCO, we have experienced an 80 percent increase in efficiency. The time frame has quite literally contracted from weeks to days. This is, needless to say, better for our customers and for ourselves. We are very pleased. After six months, well before the traditional 18-month review, we knew that we had already secured a return on our investment."

**Karen Forte, head of IT, Allianz Ireland**

## Allianz Uses TIBCO BPM Software to Streamline Claims Processing

Allianz, the insurance giant of Ireland, faced a major operational challenge: reflecting its team-based method of operations in its IT business process by integrating its business process management and electronic document management systems.

The first step was to provide document imaging for incoming work correspondence. Previously, Allianz, like other insurance companies, operated a paper-based system. Typically, agents worked with large paper folders, which required the handling of paper and multiple duplication of forms. This not only was time-consuming and labor intensive, but it also led to long lead times and largely inefficient work processes.

Using a new imaging system, Allianz began the major task of scanning and back-filing all paper correspondence into historic archives. At the same time, all new correspondence was scanned as it arrived. While the imaging system considerably accelerated the process of moving forms throughout the organization, it was still a single-step operation – each document had to be opened and closed in a single step. Agents could view and prioritize their electronic in-trays but could not share this information with external partners, such as brokers, because no one else could view the materials at the same time.

Within Allianz, there was a move to provide truly interactive, multistep e-commerce processes. Allianz agents wanted to dynamically share documents with customers and brokers. At the same time, the old imaging system was to be taken out of service in a matter of months, and Allianz was forced to revisit its technical requirements.

#### Professional working relationship leads to selection of TIBCO

Allianz looked at its current vendor's offering and several others in the marketplace, and these offerings did not meet the company's requirements. All fingers pointed to the TIBCO solution being the best fit with the Allianz business model.

"From the start, we were impressed, and we enjoyed a professional working relationship from the word go," says Karen Forte, head of IT at Allianz Ireland. "For example, after we had thrashed out the details of the contract and received the project plan, TIBCO did not deviate from the original details."

#### Deployment succeeds thanks to technical understanding

Forte believes the technical understanding of the TIBCO project team enabled them to deliver what was required from the beginning. "In my many years working with suppliers,

I have never before encountered a company that produced a project plan that did not suffer from scope creep," says Forte. "On this occasion, TIBCO produced a project plan that did not change from the first signed-off version. This has to be a unique experience."

TIBCO impressed Michael Kellett, Allianz project manager, with its professional approach and support services package: "We felt very strongly that we were not just buying a process management product but entering into a relationship with TIBCO."

The implementation went very smoothly, with no changes to timescales, budget, or requirements. Initially, staff within Allianz may have been skeptical that TIBCO would deliver on time – especially given that the changeover was planned for Christmas, which is one of the busiest times of the year for an insurance company. The old system was shut down on a Friday and the new one went live on the following Monday without any problems.

#### **TIBCO caused no disruption**

Allianz wanted transparency of work for its customer-facing agents. Previously, the IT department had developed a customized graphical user interface (GUI), and this was migrated to TIBCO's software. As a result there was little or no disruption to staff working patterns. Frank McKeown, leader of a customer-facing team (CFT), reports that the staff was pleased to find the new TIBCO system faster and easier to use. "You do not normally notice software unless there is a problem with it. Our old system used to crash regularly, requiring the entire system to be rebooted. TIBCO stands out for the opposite reason. It's very reliable."

TIBCO's work reallocation function has greatly benefited CFT leaders like McKeown. If an employee is out sick, on vacation, or overloaded with work, that work is automatically reallocated to the rest of the team to complete. "The fact that these changes can be made by a nontechnical person is a real time-saver. It allows me to take control," says McKeown.

"So far, TIBCO's BPM suite has given Allianz 100 percent uptime," reports Mark Cooke, technical manager for Allianz. Information reloads, which historically took 30 minutes, now take just 30 seconds. "We have far greater system control than ever before. Our access to, and use of, database information is greatly improved."

#### **Solution delivers ROI in six months**

One business area that benefited enormously was the claims processing division. Previously, brokers and loss adjusters were on the telephone constantly to claims processing agents – checking for work, providing quotes, and looking at current job status. This consumed a very high proportion of the agents' time.

With the new solution, reports are published on a secure extranet, and external third parties can quickly view new and existing claims and request work online without having to speak with Allianz agents.

"We have experienced an 80 percent increase in efficiency," says Forte. "The time frame has quite literally contracted from weeks to days. This is, needless to say, better for our customers and for ourselves."

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**Michael Kellett, project manager,  
Allianz Ireland**

Ultimately, Allianz is concerned with return on investment (ROI). There are strict in-house procedures for undertaking cost-benefit analyses before projects begin and for ongoing analysis during implementation and post-implementation reviews.

"We are very pleased," Forte says. "After six months, well before the traditional 18-month review, we knew that we had already secured a return on our investment. Added to that, we have greater functionality. This is a project that not only was delivered on time and on budget, but also has already paid for itself in greater business efficiencies."



**TIBCO Software Inc.** (NASDAQ: TIBX) is a leading independent business integration software company and a leading enabler of real-time business, helping companies become more cost-effective, more agile and more efficient. TIBCO has delivered the value of real-time business, what TIBCO calls The Power of Now®, to thousands of customers around the world and in a wide variety of industries.

[www.tibco.com](http://www.tibco.com)

Global Headquarters  
3303 Hillview Avenue  
Palo Alto, CA 94304

**Tel:** +1 650-846-1000  
+1 800-420-8450

**Fax:** +1 650-846-1005