



80% fewer inquiries

100% solvency compliant

70% faster product releases

DIGITALIZATION HAS REACHED THE INSURANCE INDUSTRY EFFICIENT AND SUSTAINABLE PROCESSES AT ERGO

Insurance companies are confronted with increasingly complex challenges in today's globalized society. In addition to facing compliance with extensive regulatory requirements, insurance companies have to completely rethink insurance in order to serve their ever more digitally-driven customer.

Digital natives demand high flexibility and easy completion of insurance transactions. ERGO recognizes that good processes are the key to successful digitalization. They have therefore realigned the way in which they work and engage with the customers to meet the digital requirements of the market. Digitization is now seen as a foundation to value creation. Process innovations already enable management across all digital channels, without having to sacrifice personal relationships with customers.

With the decision to partner with AXON IVY several years ago, ERGO accepted the digital challenge and took the right steps towards process effectiveness and process efficiency.

Increased efficiency, greater flexibility, lower costs

«For us, step-by-step implementation was the key to success. First, we automated all of our support

processes, which significantly increased internal efficiency. These processes didn't have a direct external effect on customers, however the reduced administration involved in daily business activities greatly accelerated acceptance among staff for these process optimizations», reports Thomas Wagner, Head of Project and Process Management Manager at ERGO Insurance AG.

«After an initial pilot project showed how quickly the business flows could be implemented, we identified other processes, prioritized them and we are successively implementing these.»

The tasks chosen for automation had been largely supported by IT technology, but they were all isolated solutions, operating in separate silos. These differing systems, with manual interfaces and bugs, compromised quality and efficiency as a result.

ERGO

«With the Axon.ivy BPM Suite we are continually increasing our process efficiency, which is having a positive impact on the success of Ergo Austria.»

PROJECT GOALS:

- Reduce time to market
- Increase process transparency and process efficiency
- Fulfill Solvency II requirements
- Reduce process costs

Today, the processing effort and control required has been significantly reduced through complete automation and customized user dashboards. «In our optimized processes with Axon.ivy BPM Suite our employees are no longer required to work in different systems sometimes duplicating tasks, but now manage processes intuitively», Thomas Wagner added.

No market sector is as dynamic as the finance industry

With the emergence of digitalization, there is an ever-increasing desire for the personalization of products and services. Innovation cycles have accelerated almost exponentially. Speed is a critical factor for success in the digital age. Insurers with conventional methods of doing business must move quickly to prevent an exodus of younger customers looking for means of purchasing and utilizing insurance. ERGO was therefore quick to start optimizing the structure of its product development process and introducing its staff to the changes. The Axon.ivy BPM Suite enabled ERGO to answer the question: «How do we combine our processes, systems, methods and staff under one roof, to develop the best possible insurance products for our market?»

This is a question which many companies seek to solve with project management tools which are inadequate in terms of process implementation. Escalation management, timetable monitoring, control of deadline-critical objectives etc. can only be meaningfully supported by means of a process engine. The increasing speed of change, the progressive digitalization and the associated massive data increase requires more efficient, scalable and customizable solutions. «Process implementation is not magic and it doesn't cause sleepless nights. We are moving step-by-step towards digitalization, we are continuously aligning our services towards our customers and successively increasing our process efficiency.» With AXON IVY this is easier than ever before.



ERGO

Client: ERGO Versicherung AG
 Industry: Insurance
 Headquarters: Vienna, Austria

ERGO Versicherung AG, based in Vienna, is part of the international ERGO Group. ERGO is active in over 30 countries in Europe and Asia. About 40 million customers rely on ERGO's expertise and financial strength.

ERGO Insurance focuses on pension solutions for private customers and offers high-quality products: From comprehensive life insurance and accident insurance to property and casualty insurance such as auto and household/home and commercial insurance solutions as well as industrial insurance solutions for corporate clients.

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