

BPM Capabilities 2024

V 2.5



Our Capabilities on IBM BPM

- Process Modelling and Simulation
- Process Flow Development
- Process Application Development using Coaches
- Headless Application Development with API-based process integration
- Service Orchestration using Process Server Advanced
- BAW & ODM Migrations to latest version
- Process Instance Migration (post-upgrade)
- Performance Dashboards
- Rules Integration
- DMS Integration
- Environment Provisioning (with HA and DR)

Some Case Studies on IBM BPM

Claims Management Process



The Client

A fast-growing insurance company, which is a 100% subsidiary of a tier 2 bank, provides world-class life insurance products. Its product suite leverages the combined prowess of protection and long-term savings.



Business Need

In the absence of a single application that could handle the claims journey from Claim Registration to Pay-out, visibility to customers & branches was missing. Lack of integration between core system & external APIs led to errors and duplication.



The Solution

MindCraft designed and implemented a claims management process flow in consultation with the business users & IT department of the client. The solution allows the client to process claims of policy holders efficiently while ensuring that the process is strictly adhered to. It also provides full visibility into the status of the claim at any given time. The solution cuts across the entire lifecycle of a claims application including claim intimation, verification, decision, settlement, and dispute resolution. It interfaces with multiple systems such as Policy Administration, CRM, Financial Management System, etc. By ensuring that proper documentation is collected and recorded, the solution significantly reduces the risk of fraud.



Tools & Technology

- IBM BAW
- Java / J2EE
- Rules Engine
- DMS
- ESB



Business Outcome

The claims management system provides the client a mechanism of settling claims efficiently and ensuring that it is compliant with any regulatory guidelines. It also provides them with a bird's eye view of the overall claims processing and a more fine-grained view at an individual claim level. This has significantly improved the efficiency of the claims department and reduced the risk associated with non-compliance and fraud.

BPM to BAW Migration



The Client

One of the largest private Sector Insurance companies in India. Their product line consists of term products, endowment policies, linked policies, pension products etc. Business is sourced from multiple channels such as Bancassurance, Digital (Tablet), Direct and Third-party distributors.



Business Need

The client was using an older version (8.6) of IBM BPM which had to be upgraded to the latest version as it had reached end of life and the client was struggling to get IBM support in case of product related issues.



The Solution

MindCraft successfully migrated the client's BAW from version 8.6 to BAW 20.0.0.2. Both types of applications, the headless ones as well as the ones based on inbuilt coaches frameworks were migrated successfully. The approach taken was to create a parallel infrastructure and migrate the latest version of the artifacts to the same, test them on the new framework and then change the relevant pointers to database, ESB, load balancers, etc. Process instance migration was carried out and all existing and new processes were migrated successfully. The entire migration exercise followed the recommended best practices of upgrading the lower environments, followed by environments like Production and DR. All suggested best practices like backing up the environment, configuring scheduler jobs across nodes of the cluster, allowing search indexing to complete, etc. were followed during the migration process.



Tools & Technology

- IBM BAW 20.0.0.2
- ESB



Business Outcome

With this migration, the client has now moved to a supported version of BAW and can continue to enjoy benefits of latest features and support from IBM.

Automation of New Business Workflow



The Client

One of the largest private Sector Insurance companies in India. Their product line consists of term products, endowment policies, linked policies, pension products etc. Business is sourced from multiple channels such as Bancassurance, Digital (Tablet), Direct and Third-party distributors.



Business Need

The new business process of the client was fragmented, and several disparate applications were required for end-to-end processing of a new policy. It was difficult to accommodate business and regulatory changes on an ongoing basis.



The Solution

MindCraft implemented the NB Workflow process automation starting with booking of a lead to issuance of a policy and dispatch. The user interface for this solution was built as a J2EE application and covered the base UI framework, error logging and auditing, screen flows, integrations with several backend systems, case management for the underlying workflow and so on. The workflow itself spanned various functions including Multi-channel sourcing, Scrutiny, Additional Requirements, Verification, Multi-level Online Data Entry, Offline Data Entry, Auto Underwriting, Manual Underwriting, Issuance and Dispatch. Comprehensive rules were written to cover product validations, and document requirements as well for Auto-Underwriting.



Tools & Technology

- Java/J2EE
- Freemarker
- Jasper Reports
- Hibernate
- REST Services
- IBM BPM 8.5
- IBM ODM
- Oracle DMS
- Struts
- Ajax



Business Outcome

This solution significantly increased operational efficiency by providing a single platform for managing policies emanating from various channels. TAT was also reduced largely due to increased percentage of auto-underwritten policies. Thus, ability to maximize issuance during peak periods surged drastically.

Automation of Lead Management to Issuance



CLIENTS

The Client

A Private Sector Insurance company in India, which is a joint venture between a leading Indian business conglomerate and a major insurance group, was starting its operations in India.



Business Need

The client was starting operations in India and wanted to offer a wide range of flexible life insurance products - primarily unit-linked and traditional insurance products. They wanted a solution with low processing time and thus, low operational costs.



The Solution

MindCraft implemented an end-to-end workflow process automation starting with booking of a lead to issuance of a policy and dispatch. The key functionalities included Lead Management System, Benefit Illustration, Basic Data Entry, determination of STP/ non-STP policies, de-duplication, data entry vendor integration, integration with money management (receipting) system, client creation, auto-underwriting, manual underwriting, underwriter case-sheet, etc.



Tools & Technology

- IBM BPM 8.5
- FileNet P8



Business Outcome

The solution proved to be highly beneficial to the client as it helped reduce the processing and servicing time and enabled the client to drive down operational costs. Automation and document management further enhanced processing capabilities and provided better business visibility to the decision makers.

Claims Workflow Automation



CLIENTS

The Client

A leading Life Insurance company belonging to a global financial conglomerate offering a range of products, including children's plans, wealth protection plans, retirement and pension solutions, health plans, traditional term plans and Unit Linked Insurance Plans.



Business Need

The claims process of the client was entirely manual, and the client had a need to automate it so that managing and tracking insurance claims would be easier and more efficient.



The Solution

MindCraft implemented the enterprise-wide 'Claims Lifecycle Management System' for the client. It has an automated process for managing & tracking claims right from claim intimation to adjudication / processing, approval and finally to settlement /payout. This solution provides real-time integration with various systems and has a built-in requirement, investigation & translation module. The reporting module consists of IRDA reports along with MIS. The system offers branches a real-time visibility into the status of every claim application through online queries and reports.



Tools & Technology

- Java / J2EE
- IBM Process Server
- WebSphere Application Server



Business Outcome

This solution enabled automation of the process from claims intimation to settlement and increased operational efficiency, while also providing better visibility. The resultant increased transparency led to consistency in the claims process. Dynamic assignment of cases based on various parameters further led to higher efficiency levels.

Enhancement & Support - New Business Workflow



CLIENTS

The Client

One of the leading Life Insurance companies in India, the client has assets over ₹ 100,000 Crores. The company is a joint venture between a premier private bank and a leading international financial services group.



Business Need

The client had an outdated new business workflow that was cumbersome and not well-suited for handling large business volumes



The Solution

MindCraft was responsible for making enhancements to the New Business Workflow of the client. MindCraft also provided support services for this process. This enabled tracking of statuses right from Application entry phase to Policy Issuance. The system was integrated with the client's policy administration, auto-underwriting & other applications. The solution was based on IBM MQ platform.



Tools & Technology

- IBM Workflow
- DB2 database
- WAS Application Server



Business Outcome

The enhancements made to the New Business Workflow rendered the entire process highly efficient. It helped improve the productivity of the teams and thereby, resulted in cost reduction. Due to the support and maintenance of the application, the client could easily handle large business volumes.

Oil Exchange Automation



The Client

A Fortune 500 company that operates 2 major refineries producing a wide variety of petroleum fuels & specialties. The company also owns and operates the largest Lube Refinery in the country.



Business Need

Real-time integration between ERP Systems of Oil Marketing Companies, thereby eliminating long and costly reconciliation processes.



The Solution

Real time integration between systems of Oil marketing companies for Oil Exchange transactions. The solution facilitated near real-time netting-off of oil exchange invoices and receipts and issuance of a Joint Certificate. ESB enabled routing and transformation of messages flowing between disparate ERP systems such as SAP and J D Edwards. The solution helped the client overcome technical challenges inherent in the existing Oil Exchange settlement process and arrive at a more efficient and time saving method.



Tools & Technology

- IBM WebSphere Process Server 7.0
- IBM WebSphere Transformation Extender 8.3
- IBM WBI Adapter for JD Edwards OneWorld
- IBM WebSphere Application Server 6.1



Business Outcome

Real time Oil Exchange reconciliation between Oil Marketing Companies ending all paper-based reconciliation and resulting in massive cost savings across the industry.

Assorted Process Automation



The Client

One of India's leading Rural NBFCs, the client is amongst the top tractor financier in India and offers a wide range of financial products to address varied customer requirements. The client has 1000+ offices and a customer base of over 3 Million.



Business Need

The client had several home-grown applications built on various platforms, the maintenance of which was complicated.



The Solution

MindCraft worked on this project to automate and integrate the various applications. As part of this engagement, MindCraft was responsible for the automation of several processes such as Policy Linking, Hand-held device issuance, Legal & Compliance, Execution Petition, D&S reimbursement, etc.



Tools & Technology

- IBM BPM 8.5 Advanced



Business Outcome

Stringent adherence to processes across functions was made possible with this implementation. The movement of several process related applications to a single platform ensured ease of maintenance and uniformity.

Account Opening & Lending Process Automation



The Client

An aggressively growing Wealth Management firm offering services such as financing, risk management, investment management, wealth structuring, advisory services on asset protection transfers, insurance, etc. to its corporate customers.



Business Need

The client wished to streamline their account opening and lending process and enhance performance.



The Solution

The solution involved automating key business processes such as account opening for broking accounts and funding accounts for lending. The processes were modelled as a set of interlinked sub-processes such as QC Process, Non-standard Brokerage Approval, Rate of Interest Approval, Credit Risk Approval, KYC, Physical Document Verification and Auditing. For lending, workflows related to core products such as loan against shares were automated. Performance dashboards were configured to provide an overall view of cases as also to determine TAT bottlenecks.



Tools & Technology

- IBM BPM 8.6 Advanced
- IBM App Connect
- IBM FileNet P8



Business Outcome

The implemented solution helped the client streamline their account opening and lending processes. It enabled easy tracking and auditability of each case. Performance inhibitors impacting TAT were identified and processes restructured for achieving optimum TAT.

Thank You!



New Jersey, USA

Mumbai, India

Singapore



USA
MindCraft America, Inc.
www.mindcraftamerica.com
sales@mindcraftamerica.com



INDIA
MindCraft Software Pvt. Ltd.
www.mindcraft.in
sales@mindcraft.in



SINGAPORE
MindCraft Singapore Pte. Ltd.
www.mindcraft.com.sg
sales@mindcraft.com.sg