



Efficient and sustainable processes at ERGO

SUCCESS STORY

In our globalized society, insurance companies are confronted with increasingly complex challenges. Extensive regulatory requirements have to be fulfilled. The digitally driven customer means that insurance companies have to rethink their approach.

With the advent of digitalization, the desire for the individualization of products and services is constantly growing. Innovation cycles have accelerated almost exponentially. Speed is becoming a critical success factor in the digital age.

In addition, insurance companies offering conventional products have to fear the migration of younger customers in particular. Digital natives demand a high degree of flexibility and uncomplicated processing of insurance transactions.

ERGO has recognized that the key lever for successful digitalization lies primarily in the processes, and that the way it works and interacts with customers is geared to the digital requirements of the market. Digitalization is now seen as an integral part of value creation.

Therefore, various process innovations already make it possible to offer support across all digital channels without having to forgo personal relationships. By opting for Axon Ivy, ERGO already initiated the digital transformation many years ago and at the same time took a major step towards process effectiveness and efficiency.

“With the Axon Ivy platform, we are gradually increasing our process efficiency, which is having a positive impact on the success of ERGO Austria.”

Thomas Wagner, Head of Project and Process Management,
ERGO Versicherung AG

ERGO

ERGO Versicherung AG, headquartered in Vienna, is part of the internationally active ERGO Group. ERGO itself operates in over 30 countries in Europe and Asia. More than 40 million customers trust in the competence and financial strength of the ERGO Group.

Project goals

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

Improving efficiency, cutting costs

Step-by-step implementation was the key to success for ERGO. Firstly, support processes were automated, which significantly increased in-house efficiency.

Although these support processes do not have a direct external effect, the reduced administrative workload in day-to-day business has resulted in a high level of acceptance among employees for these process optimizations. "After an initial pilot project showed how quickly processes can be implemented, we identified, prioritized and implemented further use cases," reports Thomas Wagner, Head of Project and Process Management at ERGO Versicherung AG.

While related tasks were already largely supported by IT technology, these were considered in isolation. Different systems with manual interfaces, sources of errors and losses in quality and efficiency were the result.

Today, complete automation and optimized input masks for users have significantly reduced the time and effort required for processing and controlling processes. "In the processes optimized with Axon Ivy, our employees no longer have to work in different systems and make duplicate entries. They are now guided intuitively," adds Thomas Wagner.

Workflow engines support process execution

Having addressed the issue of optimally designing and institutionalizing the product development process early on, with Axon Ivy ERGO has now been able to answer the question: "How do I unite processes, systems, methods and employees under one roof in order to develop the best possible insurance product for my market?"

This is a problem that many companies are trying to solve with project management tools, which means that the process execution perspective is neglected. Escalation management, monitoring of deadlines, control of deadline-critical tasks, etc. can only be meaningfully supported by a workflow engine.

The increasing diversification of products, ongoing digitalization and the associated growth of data call for efficient, scalable and individually adaptable solutions. "Process automation is not some kind of magic and also doesn't cause sleepless nights. We are gradually moving towards digitalization, continuously improving our customer orientation and increasing our process efficiency step by step. With Axon Ivy, this is now easier than ever before," says Thomas Wagner.



Achievement of objectives

Thanks to the targeted use of the Axon Ivy platform, the defined goals were met and even exceeded:

- 70% faster product approvals
- 80% fewer queries when completing tasks
- 100% compliance with Solvency II

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