“We selected the TotalAgility product because their software was easy to use while also having the technical power we required.”
− Steve Perkins, Head of I.T., Tokio Millennium Re (UK) Limited

TotalAgility is Helping to Transform the Operational Side of TMR UK’s Risk Assessment Business.

All risk assessment procedures that are carried out before quoting for new insurance policies will be automated in an electronic system that’s fast, efficient and easy to use.

The Challenge
Tokio Millennium Re (UK) forms part of Japan’s largest and longest established non-life insurance company. When the company went looking for a software solution to streamline its key business processes, it needed an innovative and experienced provider. Kofax TotalAgility™ won out over other leading business process software because of its ease-of-use and the depth of its technical capabilities.

TMR UK processes data between various in-house and external teams. An internal business process review highlighted several issues that were causing costly operational inefficiencies in this manual system.

There were several issues identified:

- There were bottlenecks in the existing processes as information and paper passed from one unit to another, causing delays, unnecessary costs and service limitations
- The physical paper trail meant a lot of duplication of work for staff and inevitably led to data entry errors which took time to identify and correct
- It was difficult to ensure overall workloads were correctly prioritized and evenly distributed among staff
- It was difficult for management to get a comprehensive view of the overall operation or of how particular information was being managed. This made it difficult to measure performance, balance workloads, set priorities and improve services. Such statistics are needed to show TMR UK’s conformance to specific Service Level Agreements
- Tasks were being missed due to manual tracking processes

Results Summary
- Reduced processing time for underwriting new business
- Reduced operational costs
- Improved visibility
- One easy-to-use interface
- Reduction in manual steps involved in underwriting
- Improved data quality
- Clear, accurate statistics for performance measuring

Based in London, TMR UK offers short tail reinsurance solutions to clients in the UK, Republic of Ireland, Africa, Middle East, and Latin America as well as Specialty Treaty Reinsurance to clients around the world.

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For example, risk assessment data is passed from underwriters to the support team, to the back office, and through an outsourced service provider, before being fully processed.

The same information is recorded at several stages and bottlenecks create system delays. Accurate operational statistics are therefore difficult to produce when needed by management or clients.

The right workflow system could eliminate these issues: bring efficiencies, improve standards and productivity, reduce costs, and ensure accurate statistical information was always available to feed into strategic planning.

The Solution
A key priority for TMR UK was to find a solution that would be compatible with its existing technical architecture. It also had to allow the TMR UK team to carry out most of the setup and configuration themselves, while having the backup and support of the provider when needed. The TotalAgility solution offered just that, on top of exceptional functionality.

The TotalAgility product enables organizations to automate, streamline and track the movement of tasks in a department, improving efficiency by reducing paperwork and manual input. Its focus is to create significant organizational gains through better management of processes.

The Kofax technology enabled TMR UK to graphically model its underwriting processes, then take these graphical models and use them to actually drive the applications – the TotalAgility product sends and receives instructions to backend systems and pushes work to staff via email and browser based in-trays, streamlining and coordinating work as it runs across the company.

The Results
The end solution being created for TMR UK will transform its heavily manual, paper intensive underwriting processes into an efficient, automated electronic system, with a single, easy-to-use interface.

Key Benefits
The TotalAgility product addressed every issue TMR UK identified in its internal risk assessment systems review and more. The result is significant time and cost savings for the organization:

Increased productivity: Any staff member can view his or her current workload and tackle what needs to be done immediately, accessing multiple systems through one easy-to-use interface. Information is processed faster, bottlenecks can be spotted, prevented or alleviated; priorities are easily identified and duplication of work is eliminated.

Reduced paper trail: Processes that had relied on paper forms being passed from one department to another have been automated, with information captured and distributed to staff electronically.

Superior quality control: When a task is completed an electronic audit trail is created, ensuring accuracy and efficiency when data is entered and processed through the system.

Improved focus on business performance: Staff have more time and better tools to tackle key performance issues of the organization. Electronic gathering of clear, accurate statistics also makes it easier to show clients how well business processes conform to agreed Service Level Agreements.

Easy integration: Within five months of signing contracts, the TotalAgility product was operational and adding value. The system is so easy to use that only one week of training was needed. Expert support was always available to ensure TMR UK transferred easily and quickly into the fully automated system.

Next steps
Following the introduction of the TotalAgility software in its risk assessment processes, TMR UK intends to roll out the system to automate other key business processes over the next 18 months.

The team at TMR UK is concentrating on getting the processes right in the first phase, and intends to work on systems integration with other business applications as a subsequent phase.

Although not fully implemented the testing of the prototype process has already shown the TMR UK team the benefits of an automated system. The ideas that have been incorporated have been warmly embraced by the company’s underwriters, who are requesting further processes to be automated.

About Kofax
Kofax plc (LSE: KFX) is a leading provider of capture enabled business process management solutions. For 25 years, Kofax has provided award winning solutions that manage the capture and streamline the flow of business critical information throughout an organization in a more accurate, timely and cost effective manner. These solutions provide a rapid return on investment to thousands of customers in banking, insurance, government, business process outsourcing and other markets. Kofax delivers these solutions through its own sales and service organizations, and a global network of more than 800 authorized partners in more than 70 countries throughout the Americas, EMEA and Asia Pacific.

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