



Redwood Business Solutions: Insurance





Insurance companies are now more technically complex than ever before. You rely on many multi-layered IT processes that regularly run across several applications or environments to process claims, serve customers and manage risk. You juggle a lot of business and IT processes in many forms, and, while you automate what you can, you probably rely on a great deal of human intervention and manual steps to keep it all working together.

But the business and IT processes that give you the reliability, speed, efficiency and compliance you need have to be more adaptable, flexible and connected for your business to grow. Pressures to reduce IT expenditures, keep up with changing compliance requirements, standardize processes, improve service and maximize assets within a tight budget continually force you to evaluate and re-evaluate your processes and the IT enterprise that supports it.

Take a look at your existing processes. Chances are you have a lot of room for improvement:

- Do your IT batch processes currently take too long and slow down your business?
- Are the majority of the steps in IT processes manually-driven?
- Are there too many steps in your billing processes? Do billing issues slow or stop your process?
- Can you monitor the progress of these steps? Do you have visibility?
- Are your processes fully auditable?

Automate What Matters Most—for Insurance

Redwood Enterprise Process Automation gives you the power to link the critical success factors of reliability, speed, efficiency and compliance together so that you can implement consistent process management and normalization throughout your enterprise. This is especially important for the insurance industry where you have to maintain a constant balance between risk and asset management along with customer service. With Redwood you get a single solution to unite all of the business and IT processes that bring these priorities into focus. Redwood solutions give you the power to reap these benefits:

Reliability

You get consistent results when you build a global roadmap for your enterprise. With Redwood you can easily create and improve repeatable process flows using standardized templates and task lists.

You get greater data availability when all of your data sources are connected and controlled through one solution.

You get centralized control and monitoring for all of your interrelated processes. No more asking if one part is complete. Everyone has full transparency throughout every step of the process.

Speed

Redwood Enterprise Process Automation aligns and automates inter-task dependencies. This means that you can build real-world business logic—if-then scenarios—right into your automated processes. Billing issues no longer stop the billing process, they can be handled automatically.

You get real-time error detection with Redwood's status indicators, which enable automatic alerting and notification to users regarding problems, remediation steps and status of efforts throughout.

Redwood's event-based task automation maximizes your IT resources. With Redwood, interdependent tasks can start immediately as soon as the preceding task completes. This effectively eliminates the delays and built-in latency associated with traditional calendar-type automation solutions.

Efficiency

Time is money in business—especially for insurance. With Redwood you can reduce the cost of all your critical IT processes with a single, central location for accessing, validating and approving financial and other business tasks.

With Redwood you can reduce your reliance on manual processes, eliminate confusing spreadsheets, reduce manual process triggering and end manual coordination of complex, repetitive processes.

Compliance

Redwood automation solutions continuously document your business processes for auditing purposes, so information is readily available for auditors in one central location at all times.

You also get enhanced oversight of internal controls so that your controls can be built-in as task list steps. This way you will always be in compliance with your company's internal and external control structure.



Redwood Experience

For 20 years Redwood has served as the trusted automation expert to thousands of customers worldwide. We drive agility and unparalleled competitive advantage through specific process automation solutions while helping to maximize the value of existing information management and technology investments.

Redwood customers represent a broad spectrum of industries including insurance, retail, food and beverage, service industries, technology, finance, energy, media, utilities, healthcare and more. Redwood's unique approach to process automation aligns IT processes with the real-time, real-world business.

Redwood helped one of the UK's largest insurance firms; Swinton, automate critical IT and business processes to enhance customer service and provide superior risk and asset management.

With Cronacle by Redwood, the insurance company now automates once time-consuming server tasks that slowed their response time. Tasks like rebooting servers, applying patches and copying systems for back up are now all automated to coordinate with other business processes so that they complete on-time, but with no negative effect on business performance.

The company now automatically collates all relevant information from its 600 branches, online activity and calls with customer services teams. The combined information goes to a central printing facility that ensures policy document delivery to each customer from a single location—saving enormous amounts of time and money. What once took days or even weeks to accomplish is now a matter of hours.

And that's just one simple example. Find out for yourself. For more information on how you can unlock your business' potential for reliability, speed, efficiency and compliance, contact your Redwood representative today.



"Cronacle is used to schedule such tasks including the gathering of management information, clearing session caches across presentation servers and providing performance statistics from a number of systems. All of these need to be carefully planned in around other schedules and without that one central view, the risk of clashes and loss of service is obvious."

James Fletcher.
Operations Manager
Swinton Insurance