

How precise knowledge of employee operations can simplify your transformation effort and reduce the risk

## Case Studies

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**TEXASLIFE** INSURANCE  
COMPANY

The logo for 'ivari' features a stylized lowercase 'i' with a pink dot, followed by the word 'vari' in a bold, lowercase, sans-serif font.

*Wilton* **Re**  
Strength of Experience

# Background



- Wilton Re, ivari and Texas Life insurance companies all needed to optimize and automate their business operations.
- Ivari and Texas Life mostly have **repeatable and structured** processes performed by multiple employees.
- Wilton Re, the employee processes are **not repeatable and unstructured** and are performed by high level specialists performing complex finance tasks.
- For both types of processes (structured & unstructured), StereoLOGIC process-mining solution was used.
- StereoLOGIC's automatic monitoring of employees processes and tasks provided the three companies with precise business process maps that allowed each company to develop targeted solutions to generate savings through efficiencies.

**TEXASLIFE** INSURANCE  
COMPANY

**Savings**  
**(FTE Cost and Time)**

*Up to*  
**34%**



*Up to*  
**65%**



*Up to*  
**60%**

# StereoLOGIC Process Mining



1

End-to-end  
Process Mapping

Mapping hundreds of processes automatically to know how employees work.  
End-To-End processes; *Customer and Employee Journey Maps*

2

Process Time  
Measurement

Measurement of process / activity time for process optimization and improvement.

3

Employee Productivity  
Management

Continuous measurement of employee performance for analysis of workload and capacity planning.

4

Quality Management  
& Compliance

Continuous monitoring of employee operations and immediate detection of accuracy/time deviations and compliance issues.

5

Process Diagnostics  
& Stabilization

A timely detection and resolution of errors and performance issues in production to assure a positive employee and customer experience.

6

Training Manuals  
& SOPs

Automated generation of Training Manuals and SOPs for acceleration of process standardization and employee adoption.

7

Acceleration  
of RPA

Automated “AS-IS” process analysis and selection of best candidates for RPA & calculation of FTE Savings Business Case.

# Case Study 1: ivari - Project Scope



The processes of 10 agents from **New Business unit** were monitored for 3 days.

404 cases analyzed in total:

- **New Business Application Set-up (5 agents)**
  - 224 cases, 37 hr of recordings
  - Average case duration is 10 min 4 sec.
- **New Business Issue Process (5 agents)**
  - 180 cases, 22 hr 24 min of recordings.
  - Average case duration is 7 min 28 sec.

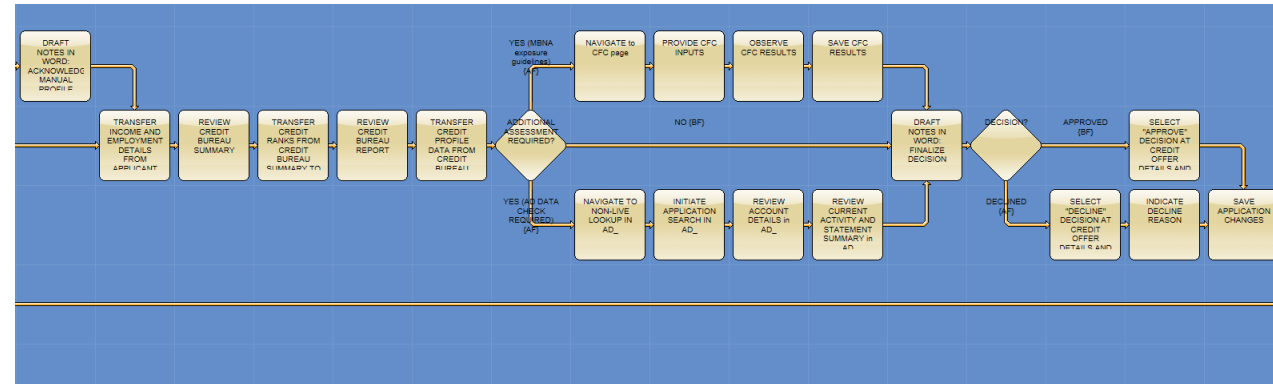


StereoLOGIC Resources:

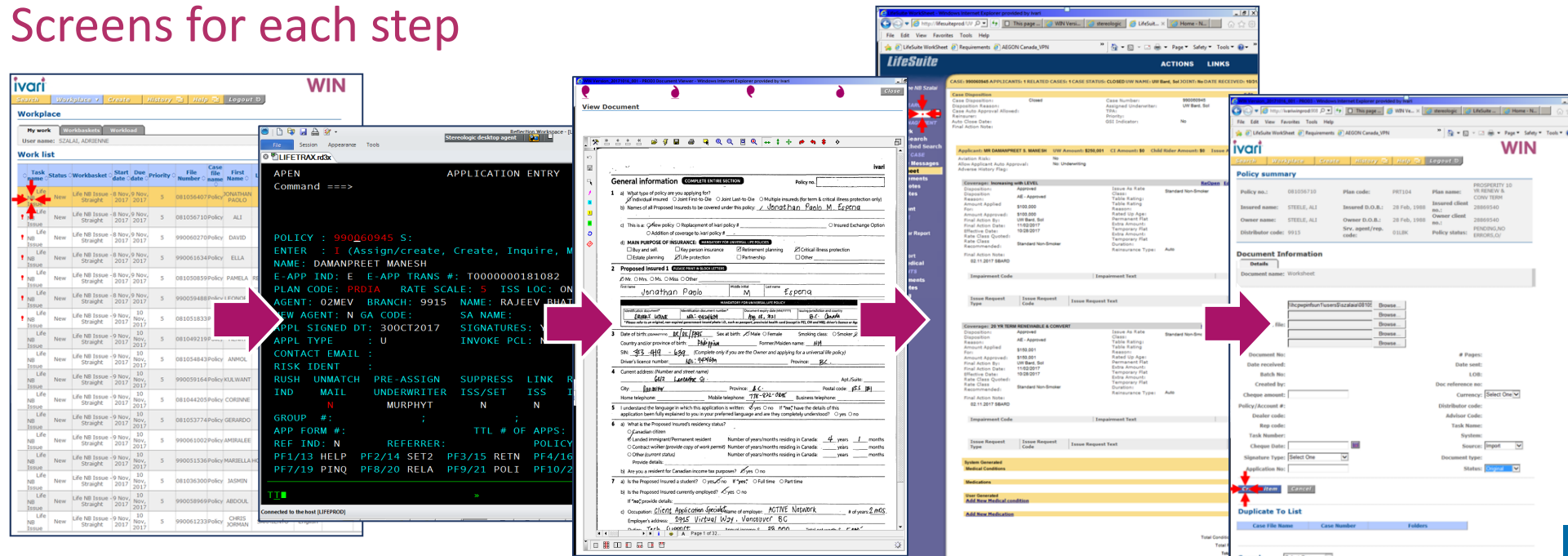
- StereoLOGIC Process Analytics <sup>TM</sup> License
- 2 StereoLOGIC consultants

# Deliverables: Business Process Maps

Step-by-step process reproduction.



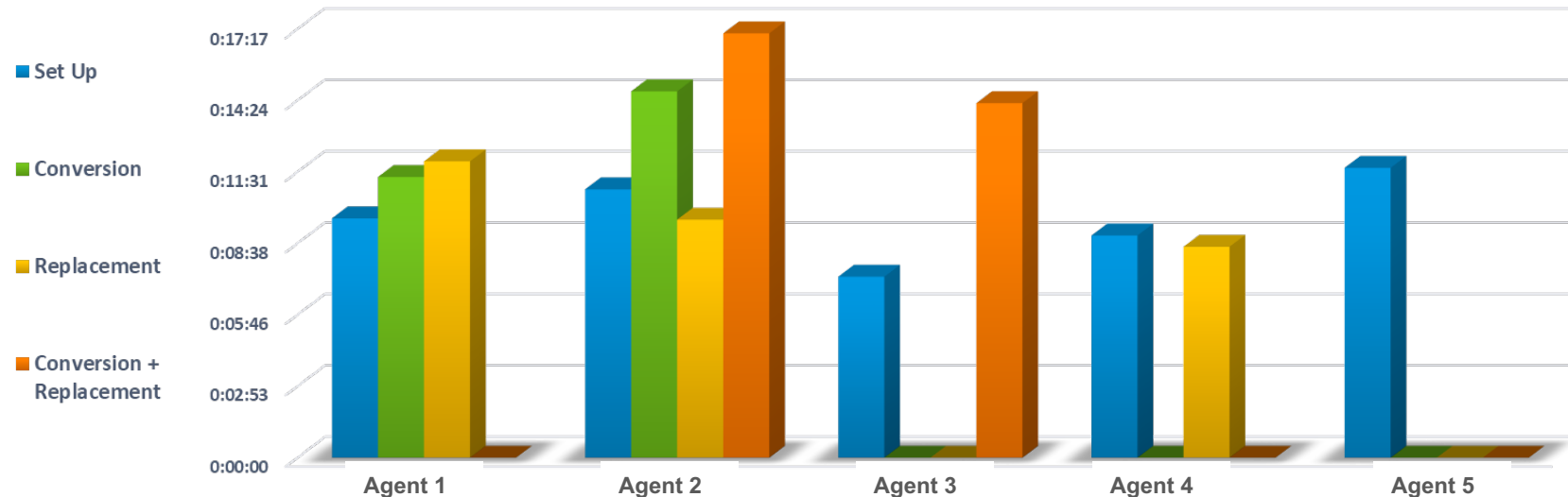
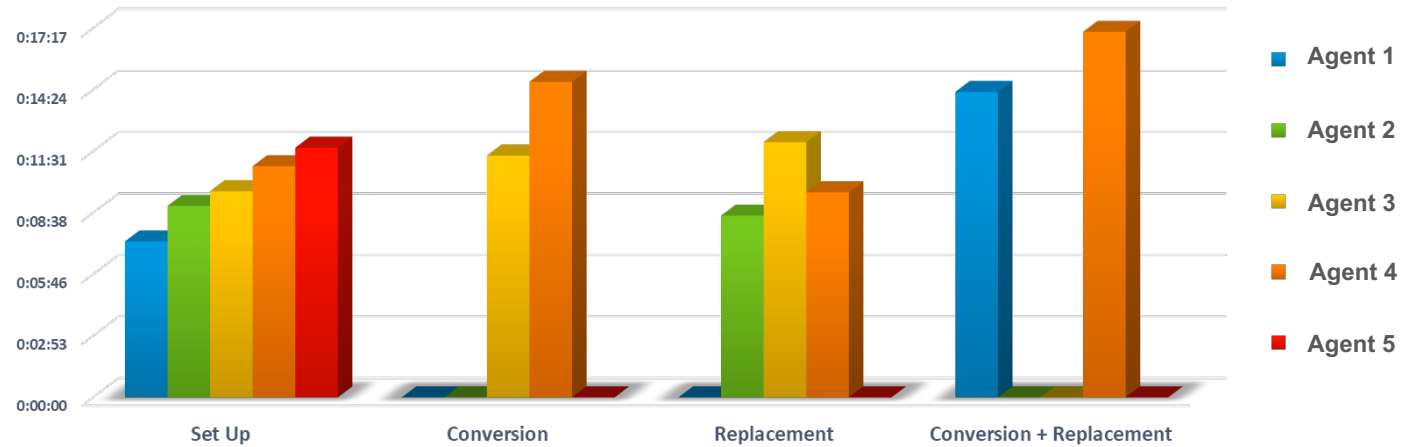
Screens for each step



Quickest Process Mining in the World

# Deliverables: Case Completion Time

## Deliverables: Average Case Completion Time



# The Results



- **Generated the following Deliverables:**

1. Detailed process maps
2. Detailed documentation of New Business Generation Process
  - Process Flows
  - Process Activities
  - Screens
3. Time metrics for each process and its activities
4. List of process delays, inefficiencies, automation and improvement opportunities
5. Best practices for using StereoLOGIC at IVARI

- **Determined the following potential savings for each process:**

- New Business Application Set-up: **42.06 %** of the process time
- New Business Issue Process: **65.71 %** of the process time

# Case Study 2: Texas Life Insurance Company



1. Project 1 - Billing:
  - **5.39 FTE Savings** out of 24 FTE
2. Project 2 - Case Implementation:
  - **34.5% FTE Savings**
3. Project 3 - Customer Service:
  - **30% FTE Savings**

## Inefficiency Category Legend:

CATEGORY	Explanation
1	Inefficiency can be remediated by <b>simple</b> Automation, RPA, Training or Process Change. 100% of the inefficiency can be eliminated.
2	Inefficiency can be remediated by <b>medium complexity effort</b> : Automation, RPA, Training or Process Change. 50% - 75% of the inefficiency can be eliminated.
3	Inefficiency can be remediated by <b>process reengineering</b> in addition to Automation, Training, and Process Change. These changes will bring organization-wide benefits.

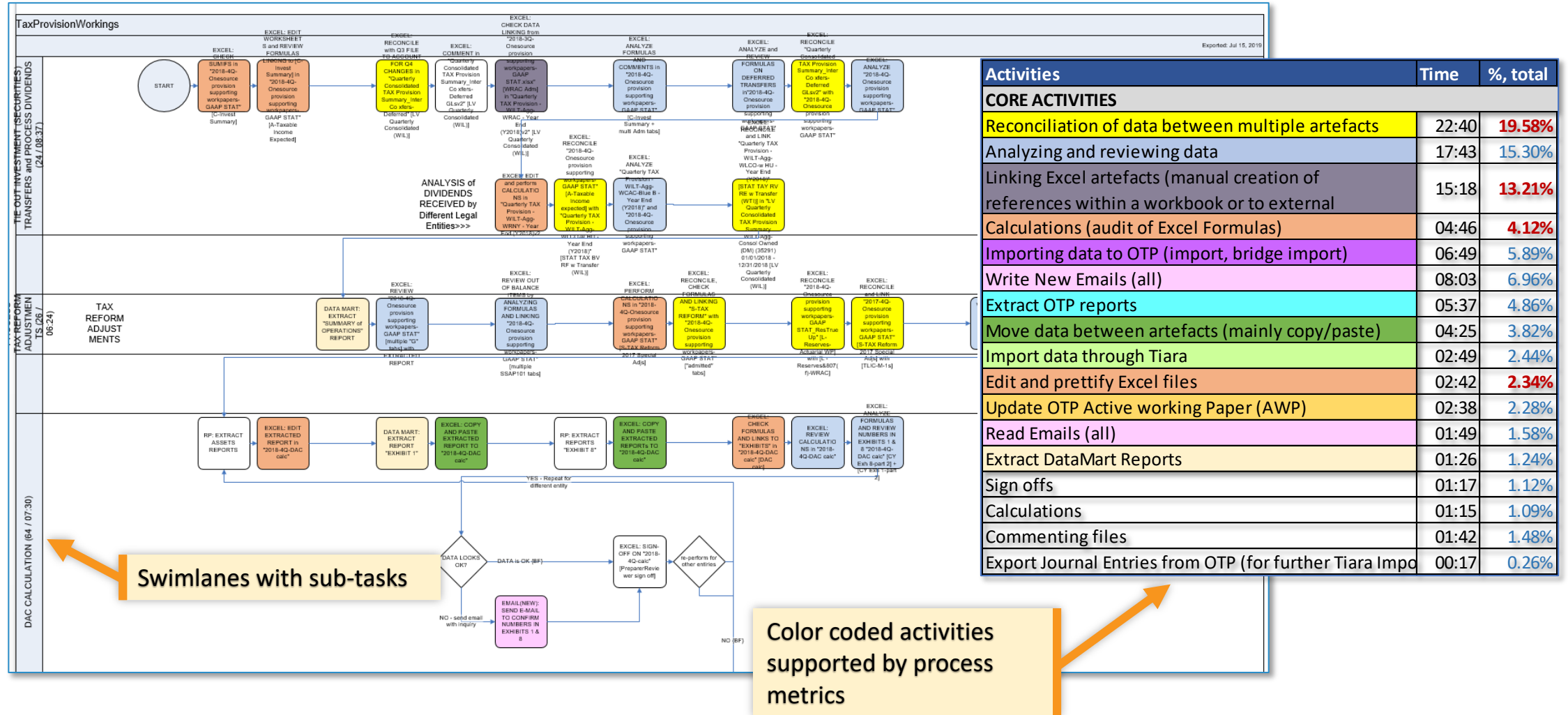


# Case Study 3: Wilton Re – Tax Provision Processes

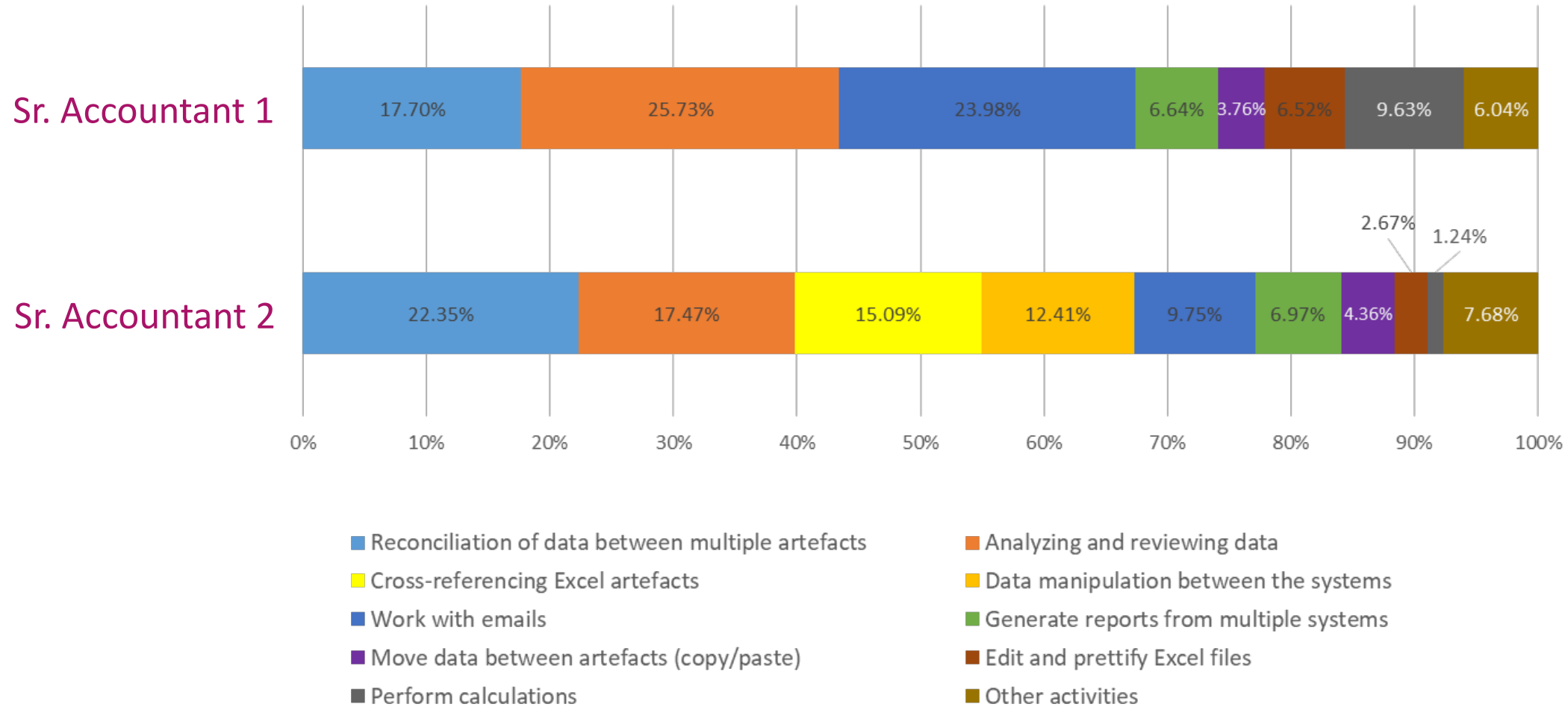
Discovery of “unstructured” finance processes based on the analysis of specific employee activities.

- Sr. Accounting specialists performing complex finance tasks during long periods of time.
- **1,956 finance tasks** discovered and classified.
- **226** hours of “unstructured” operations in MS-Excel (*manipulating spreadsheets, reviewing data, checks & balances, etc.*).
- **Generated outcomes:**
  - Process maps
  - Time Metrics
  - Activities to be automated or improved

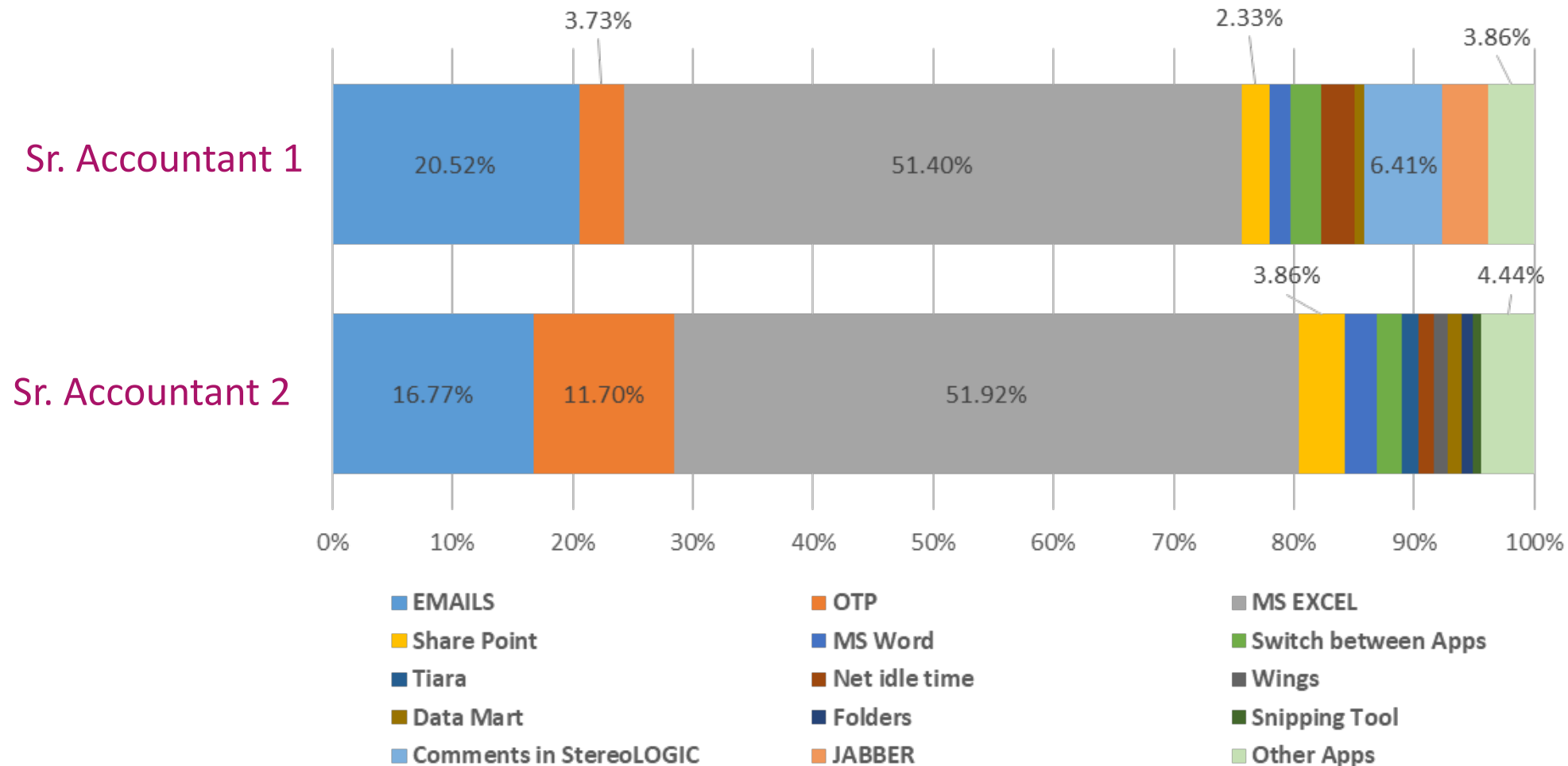
# Process Maps highlighting activity types and time



# Activity Time Distribution by Employee

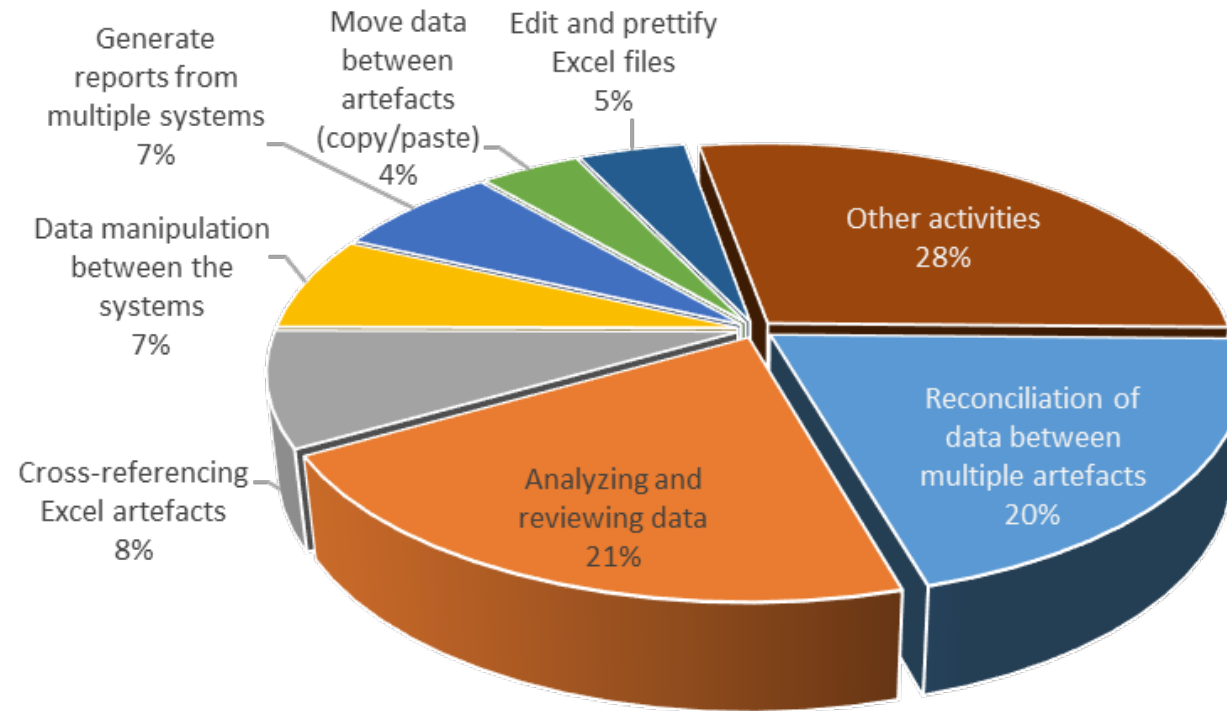


# Activity Time Distribution by Application



# Potential Automation Savings:

Up to **60%** process time savings for each highly skilled employee, allowing them to do more value added activities and increasing their work satisfaction.



# Conclusion



- Generating precise process maps not only provide you with the ability to focus your attention on variances across the department but also identify opportunities for optimization and best practices.
- Both structured and unstructured processes can be documented and analyzed in an efficient and non-evasive manner when using the right tool.
- Precise knowledge of your data flows and process maps is a definite prerequisite before any automation or RPA solution is attempted.
- Stereologic is a solution that can give you an advantage to making your company cost effective and efficient based on its capability of capturing precise data and process flows.