



CASE STUDY: Bank of Ireland Insurance Services automates work management

Challenges

- Improve operational efficiency
- Enhance customer service
- Increase internal compliance

Why Zarion

- Specialists in banking industry
- Solution proven in numerous banks
- Quick return on investment

Results

- Attainable internal compliance procedures
- Improved customer service
- Increased productivity

Enabling technology

- TouchPoint2
- Execute360

Background

Bank of Ireland Insurance Services (BIIS) provides the Insurance services for the Bank of Ireland Group and is authorized and regulated by the Irish Financial Services Regulatory Authority. It acts as an agent for non-life insurance products, which includes home, creditor, motor, travel, personal accident and hospital cash insurance.

BIIS identified the need to move to a paperless environment within the back-office administration team. The unit wished to improve operational efficiency in order to improve overall customer service and internal compliance. Zarion's TouchPoint2 software was chosen to achieve this goal.

Business drivers for change

BIIS was looking for a business solution that reduced the time and cost of handling paper documentation; from the time it entered the organization to its archive.

A considerable amount of time and budget was spent transporting documents securely from one area to another. The cost, time and repetitive labor energy associated with paper handling was too high, and could eventually foster slow responsiveness for customers. The organization required a solution to reduce the overall dependency on paper, increase productivity and improve customer service.

Solution

Zarion's TouchPoint2 software solution enabled BIIS to securely store all documentation relevant to a client file. This significantly improved the internal compliance status of the department. Customer service representatives can now access client files faster.

All relevant departments have easy access to the client files including externally produced paperwork such as faxes and forms. A new work process was also produced which automatically delivered work for processing to the relevant employee. Accurate monitoring and measurement of productivity is now possible.

Benefits

After the implementation of the solution, BIIS found that there has been a significant increase in productivity. The new system has also enabled the company to meet their internal compliance objectives. The paper has been virtually eliminated and subsequently this improved the work environment.

The time taken to access client files was reduced and enhanced efficiencies due to automated processing across activity centers were also achieved. There was also an improvement in operational efficiency for other internal departments due to easy, viewable access to client files.

Other Zarion - Bank of Ireland successes

Zarion has deployed business process solutions in five business units of Bank of Ireland including Personal Lending, Customer Relationship Unit and the Mortgage Store.

