



Camunda BPM at Allianz Indonesia

- Execution of core insurance processes
- Integration of legacy applications
- Successful support across 6 time zones

The Background

Allianz Indonesia has representations in 44 cities with 80 service points and more than 14.000 active insurance brokers. It provides insurance solutions from A-Z for more than 2 million policy holders.

Since 2012 Allianz Indonesia has used the Camunda BPM platform for the execution of their core insurance processes. The following interview was conducted with the Head of Application Development, Jörg Sauer.

The Challenge

“We had no established BPM, but had our workflows hard coded in different systems. There was also no standard process modeling. The flow charts were extremely contradictory, and the actual knowledge about the processes was ‘stored’ in the minds of Subject Matter Experts. Not surprisingly, this led to

many misunderstandings, confusion and breakdowns in communication.”

Why Camunda BPM?

“Apart from Camunda BPM, we also evaluated other BPM products.

Camunda BPM made the race as the product’s vision and roadmap could convince most. In addition, it was very important to us to get the product support directly from the development team and to receive decent consulting services regarding the product and the BPMN standard.”

The Implementation

“From the very beginning, Camunda provided helpful support and consulting services. In addition to technical issues, this also included best practices in process modeling with BPMN. In the

end, we only used 30% of the technical consulting allocation as the product support was very effective and the product itself was so lightweight and easy to use.

In fact, our experience with the support was even better than we had already anticipated. Even though we have a time difference of 6 hours between Germany and Indonesia, we always get our answers very quickly and in very good quality. So far Camunda offers the best support of all our software and application suppliers.

Furthermore, it is very positive that Camunda never over-commits. Whenever we had requirements that Camunda could not meet short-term, we were immediately informed, so that we could arrange for alternative options and schedules.

This kept technical challenges to a minimum. We faced the biggest challenges in

requirements engineering, so rather on a methodological level and in dialogue with business departments. However, this could also be resolved due to Camunda's BPMN consulting services."

The Impact

"We have now automated nearly 40 internal and external business processes and integrated about 7 different applications. On average, we execute approximately 160,000 process instances per month.

By now almost every project uses Camunda BPM. All process requirements are implemented in Camunda BPM, and almost all legacy applications have been integrated into the processes. Camunda BPM has become an integral part of our application landscape.

The introduction of Camunda BPM was also generally the starting point for the introduction of middleware technologies: Inspired by the success with Camunda, we rolled out the JBoss Drools rules engine as well as Talend DI and ESB four months later."

Testimonial

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Jörg Sauer
Allianz Indonesia

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