

# Workflow Management & Automation supported by CAM

Michael Schaad, Global Operations Practice Lead Credit & Surety



# Challenges in today's market environment



## What does this mean for Business Process Management?



Minimizing non-value adding activities



Increasing degree of automation



Concerted action between users, systems, data and processes



Configurable technology to efficiently manage and adapt processes and business rules



Incremental approach

# What is our approach?

## Business & process segmentation

### Blue-sky thinking

- High-level process design
- BPMN process modelling
- End-to-end user stories & mock-up's

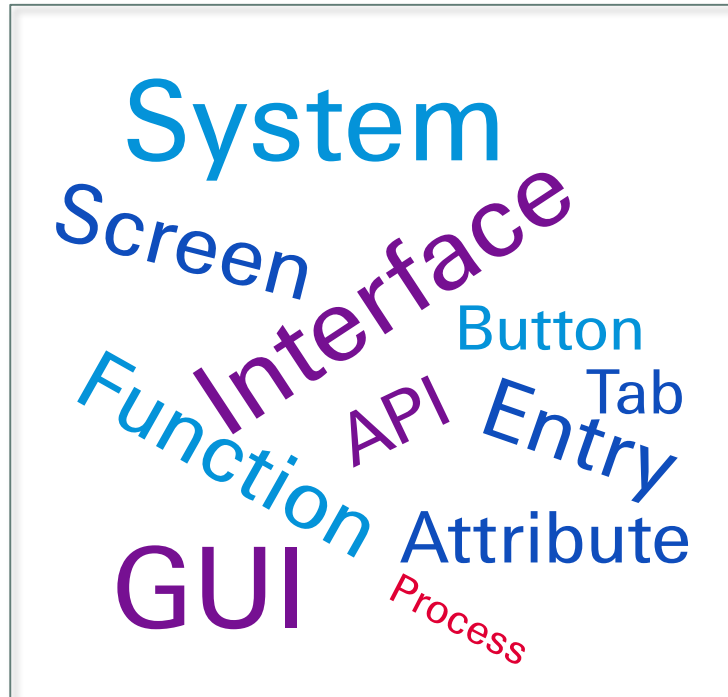
### Incremental implementation

- Define Minimum Viable Product (MVP)
- Agile implementation approach

# Lessons learned & critical success factors (1/2)

Effective Business Process Management requires a change of paradigm

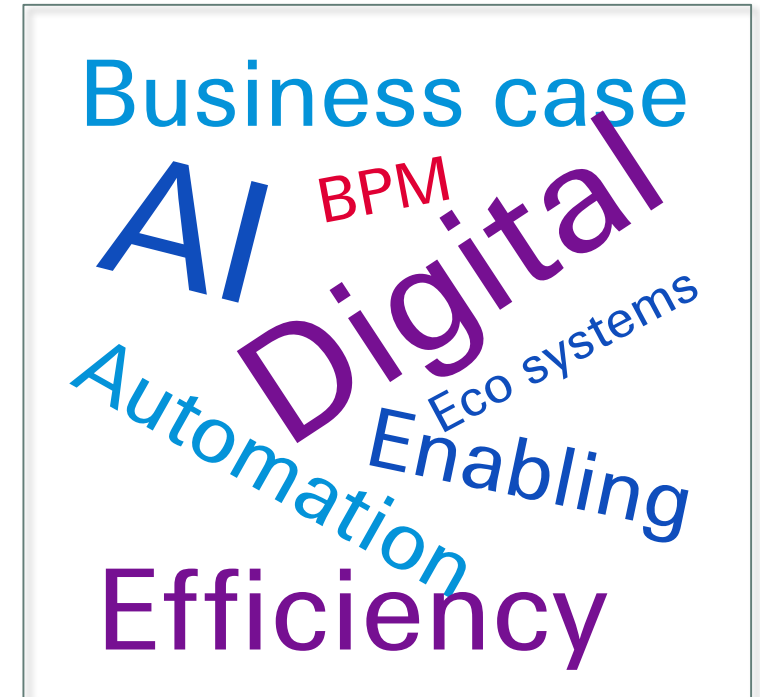
## IT stakeholders



## Business users



## Decision makers



## Lessons learned & critical success factors (2/2)



### Stakeholder value

- **Decision makers:**  
Enabler for digital business transformation
- **Business users:**  
Increased usability, efficiency and speed
- **IT:**  
Alternative (and more cost efficient?) integration approach



### Time & costs

- Develop clear vision
- Demonstrate business value
- Create success quickly



### Limited expertise

- Develop awareness and thorough understanding across all stakeholder groups
- Ask for external training, guidance and consultation



# Legal notice

©2019 Swiss Re. All rights reserved. You are not permitted to create any modifications or derivative works of this presentation or to use it for commercial or other public purposes without the prior written permission of Swiss Re.

The information and opinions contained in the presentation are provided as at the date of the presentation and are subject to change without notice. Although the information used was taken from reliable sources, Swiss Re does not accept any responsibility for the accuracy or comprehensiveness of the details given. All liability for the accuracy and completeness thereof or for any damage or loss resulting from the use of the information contained in this presentation is expressly excluded. Under no circumstances shall Swiss Re or its Group companies be liable for any financial or consequential loss relating to this presentation.