

A black and white photograph of a modern office interior. Three people are silhouetted against a large window that offers a panoramic view of a city skyline. The people are standing and looking out the window. The office has a high ceiling with a grid pattern and a large, curved structural element on the right side. The overall atmosphere is professional and modern.

CLAIMS TRANSFORMATION USING APPIAN BPMS




About the Client

- US-based Manufacturer of vitamins and nutritional supplements that enrich the lives of consumers around the world through its innovative products and solutions for health, wellness.

Business Challenges, Needs

- Corporate Legal Department had paper-based process for Contract Life cycle Management, especially Creation, Review and Approval. This inter-department process used physical file cabinets for storage and archival of various contractual agreements, making it challenging & tedious for access to required information as well as hampering right-time renewals. Email being used as primary collaborative platform for pushing the process steps forward, precious time was lost for review and approval by process participants. Numerous attempts to use



The insurance provider embarked on a journey to streamline and transform their IT landscape so that it can support drive business growth, improve customer experience & create market differentiation. Primarily, intent was to:

- Adopt emerging technologies like Cloud, Mobility and BPM
- Enable Service Oriented Architecture across the IT landscape
- Adopt Leave and Layer approach so that investments in existing systems can be leveraged



Tech Tammina Solution

Tech Tammina helped client in adopting Appian BPMS to automate, cloud and mobile enable the claims value chain. Tech Tammina played leading role in transforming claims operations by automating First-Notice-Of-Loss & Underwriting processes, providing Single View of Claims & Member Information, Unified Portal for Registering Claims & Updating Claimant Information. Tech Tammina helped drive best practices & create reusable components for successful Enterprise Appian Program. Key highlights are:

- Digitize Claim Intake Process First-Notice-of-Loss
- Web Service enablement of Claims System of Record
- Develop Appian Records and Dashboards for Claim status monitoring and process analytics
- Implement Appian SFTP Smart Service to integrate backend document management system
- .Net based Web Portal for Claim Registration and Tracking

A vertical image on the left side of the slide showing several stacks of gold-colored coins. The top stack is the tallest, followed by a shorter one, and then a single coin. The coins have some inscriptions, including "LIBERTY" and "IN GOD WE TRUST".

Business Impact

Deployment of Appian BPMS to build System of Innovation overlaying existing Systems of Records provided much needed Business Agility & Operational Efficiency. Cloud-based Appian BPMS solutions, that were out-of-box mobile enabled, helped reduce IT costs and channelize the benefits into Business Transformation. Specifically, Tech Tammina support in Enterprise Appian program provided below mentioned benefits:


- **35%** improvement in claims processing
- Real-time Insight into state of Business & Operational performance
- **~100K USD** savings by setting up Multi-skilled offshore-based Appian Center of Excellence

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DELIVERING EXCELLENCE



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