Use Case: Claims Settlement
Industry: Insurance
Employees: 800
Source Systems: SQL Databases, CRM System, Data Warehouse

BGV Badische Versicherung introduces mpmX in claims management

In order to map process structures and make data-driven decisions, BGV decided to introduce mpmX. As part of a CIP project, various Process Mining software providers were evaluated and proof of concepts were carried out.

Initial Situation

BGV's environment requires short adaptation cycles and high level agility. The complex process structures existing in the insurance industry require transparent and high-performance data models.

In the area of claims settlement, for example, there was the difficulty of mapping process structures transparently and thus ensuring a holistic view. Due to the high level of bureaucratization, the processes were only partially standardized and automated. Due to the high number of variants, process analyses involving manual process analyses and interviews with executives required a great deal of time and coordination.

In addition, a controlled provision of data via an integrated self-service environment was not given. Another requirement for the Process Mining tool was to be able to process the massive volume of data with high performance.

Project Objectives

A key objective of the CIP project was the introduction of to-be processes in the area of claims settlement. These needed to be defined on the basis of the most frequent process variants.

Improved control, traceability and monitoring of the most common Key Performance Indicators (KPIs) as well as Process Performance Indicators (PPIs) were also to be realized.

Further medium-term goals with mpmX include:

- Optimization of provisioning methodology through real-time reporting

- Accelerated and controlled provision of process data via an integrated self-service

- Development of claims-clusters for improved forecasting processes

- Support of process analyses for claims management

- Automated comparison of new to-be processes with the as-is processes (Conformance Checking)

CASE STUDY

mpmX | **MEHRWERK**
part of netgo group

> *With mpmX we found a perfectly fitting solution for our BGV server landscape and infrastructure. The high performance with large data volumes was convincing. Furthermore, the flexible self-service analysis options allowed us to define to-be processes.*
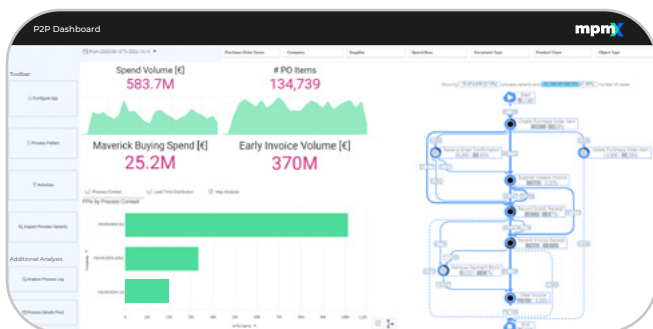
Daniel Dehm
Head of BI,
BGV Badische Versicherungen

Why mpmX

The decisive factor, in addition to the technically convincing Qlik® platform, was the possibility of gaining a holistic view of the customer experience through comprehensive and, above all, flexible analyses of all process steps.

Further requirements, such as optimized control and monitoring of common KPIs & PPIs, greater transparency for policies & premiums, insights into the profitability of products & services via a central interface for customer-, insurance-, and price-data could be met with mpmX.

As part of the digitalization efforts, it furthermore enabled holistic consulting from a process perspective as well as automated and resource-saving analysis of the process chains.

Watch the Webinar on Demand
Process Mining@BGV

Process Mining in der Versicherungswirtschaft – Schadensprozess unter die Lupe genommen

Qlik Q **mpmX**

mpmX in the fast lane
MEHRWERK named a Leader with mpmX by global analysts:

2024 Gartner® Magic Quadrant™
for Process Mining Platforms

The Forrester Wave™:
Process Intelligence Software,
Q3 2023

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