

Case Study – Improved Process Consistency & Delivery across Legislatures

Business Challenge

The Workers Compensation division of a large Australian insurer was seen as different, as it is dominated by state specific legislation. Internal structural separation between legislatures had resulted in different processes being developed over time between states, and consequently little capability to perform comparative performance measures. The internal 'best of breed' processes were also difficult to determine.

A nationally consistent suite of processes was necessary in order to identify the future technology requirements of the Workers Compensation (WC) business.

Approach

This engagement approach included:

- Confirming the strategic vision of the future business state for Workers Compensation;
- Assessing the 'As Is' business processes to highlight the strengths and weaknesses;
- Defining 'To Be' business processes in order to achieve the objectives/strategic vision of the business;
- Defining the business requirements for a technology solution to underpin the 'To Be' business solution;
- Constructing a set of performance measurements that enabled comparison of similar activities between regions, the identification of best of breed, and quantifiable opportunities for improvement.

The project identified a small number of appropriately differentiated processes across legislatures and a significant number of common processes that could be subjected to performance comparisons and a unified technology solution.

Benefits

Through a series of workshops, including video conferences, agreement was reached between the state-based operations on the common process sets and performance metrics. The Business Case was able to identify a number of agreed quantifiable performance improvements as well as a simplified national approach to Workers Compensation.