

# TRILATIONS

DECISIONS DELIVERED

## CASE STUDY

## PERFECT SOLUTIONS FOR YOUR BUSINESS

Trilations is a consultancy firm dedicated to assist companies in transforming their company strategy into effective processes and in streamlining organisations and their supporting systems, thus maximizing stakeholder value and setting the adequate basis for benchmark business performance.

**One of the focus domains at Trilations is business intelligence. Below you can find a case study of one of our projects.**

### PROCESS MINING IN BANKING AND INSURANCE

For a multi-channel bank-insurer headquartered in Belgium, focusing on private clients and small and medium-sized enterprises, we used **process mining technology** to increase efficiency and digitization in the lifecycle of an insurance claim process.

Process mining stands for an objective approach by analyzing your business through the data behind your operations, the digital track. This automated analysis brings an in-depth view on how your processes really work.

In a first phase, our consultants performed an in-depth analysis of the underlying data sources from several legacy systems. Then existing BI tools (MS Excel/QlikView) were used to create globalized data tables (case and event tables) to feed the process mining tool.

In a second phase after loading the model with data, a testing was set up and improvements were made to the data model.

In a third phase it was decided to create overview dashboards in order to facilitate analysis by the stakeholders involved.

**This approach helped our client to locate unnecessary steps and remove bottlenecks. They are now able to keep track of SLAs in every subtask and find the causes of inefficiencies.** To illustrate, we discovered a bottleneck caused by deficiency of the e-form system, doubling the promised processing time.

**Contact us now** and find out how we can help your project to reach its full potential. Get ready to get the options needed to take **DECISIONS** and to have your targets **DELIVERED!**



## SOLUTION AND RESULTS



### PROJECT GOALS

- Identify high number of process variations
- Identify process lead times
- Create insightful dashboards



### TECHNOLOGIES & METHODOLOGIES USED

- QlikView
- QPR Process Analyzer
- Dashboarding design
- Dimensional Data Modeling



### PROJECT FLOW

- In-depth analysis of legacy data concerning policies in life and non-life procedures
- Define data model
- Transform data for use in the process mining tool
- Improve the data model (additional attributes)
- Analyze processes



### RESULTS

- Clear identification of process bottlenecks and process stalls
- Creation of relevant Process Dashboards
- User training for process mining tool
- Reduce operational risks
- Identify RPA opportunities
- Maximize efficiency front and back office

### CONTACT US

Prins Boudewijnlaan 30 – 2550 Kontich

[www.trilations.com](http://www.trilations.com)

[salesot@trilations.com](mailto:salesot@trilations.com)

+32 (0) 3 877 64 00