

International Life Insurer

Creation of Value through Cross Application Reporting



Key Issues

- Prolonged decision making processes making it difficult to respond to market changes
- Difficult to maintain quality of service
- Many sales agents that required reporting in different dimensions
- Fast paced environment

Facts at a glance

- Global Employees 200,000+
- Global Revenue US\$60b++
- Country : Hong Kong
- A global financial institution offering investments, banking, and life insurance solutions

Customer Quote

"While streamlining operations and reducing labor costs, the main achievement of the FlexSystem solution improved the overall visibility of business thereby increasing the customer satisfaction rate and the competitive edge."

FlexSystem Solution

- [Business Intelligence](#)
- [Financial Management](#)
- [Financial Query](#)

Needs and Challenges

- Sales Agent performance reports generated from a collection of internally designed bespoke agency systems and Excel spreadsheets; confidence in reporting and accuracy low due to potential issues in data integrity and several versions of source data
- Management of multiple data sources a complex issue with IT resources spending more time on maintenance rather than on strategic areas
- The expenditure on IT had become less cost-effective
- Obtaining quality information a painful process and expensive
- Full monthly and ad hoc management reporting capability

Benefits

- Before, business managers had to spend a substantial amount of time finding out information required for each claim. Problem solved by turning fragmented data into key information from which better and quicker decisions could be made. The solution provided both pre-formatted reports, and self-service ad hoc reporting capabilities, which are both maintained by an automated data extraction and report distribution service
- Critical time constraints from IT removed through self-service reporting functionality that allows users to directly interact with data
- Expanded management reach and increased reporting integrity with proper reporting such as sales performance statistics, dashboard visualizations for management which enable management to share and discuss information thus improving responsiveness and service levels

