emakin
the world is flat

Coface

Case Study

BACKGROUND

About Coface

For nearly 70 years Coface, a world leader in credit insurance, has been helping to make businesses durable and contributing to the creation of sustainable wealth worldwide.

Every day, the Group's 4,578 employees located in 67 countries secure the sales made by our 50,000 client companies in over 200 countries.

In close partnership with them, they advise at every stage of their business life cycle, helping to anticipate and evaluate their risks and helping them make the right decisions.

coface
FOR SAFER TRADE

Goals: Gain Greater Control with Emakin Authorization and Increase Visibility into Process Execution

Since Coface offers such a broad range of insurance solutions and services to their customers, they process hundreds of insurance policy documents a day. This requires a tremendous amount of data collection and the management of compliance requirements with extensive security guidelines for that data.

Emakin's discovery and analysis of Coface's operations determined that automating insurance policy processing would result in the highest potential of possible benefits for the business, which would create a faster and more efficient way to handle insurance policy processing.

Challenges

- Increased risk of errors due to manual intervention,

- Handling and processing claims was very time-consuming,

- Tracking of compensation processes was difficult,

- Managing and auditing of client processes were slow,

- Increase productivity and visibility into process execution,

- Manual employee review process.

SOLUTION OVERVIEW

Coface uses Emakin to track&manage for its insurance policies. It is possible to define approval steps according to the insurance types and all communications with the customers also include digital signature.

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In Emakin BPM, Coface has produced excellent results by automating insurance policy processing. The dynamic task assignment and uniform access to all information (process information, data from back end systems and documentation) through a single web user interface have shortened the total amount of time needed to process an insurance policy by 50%, from four to two working days.

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RESULTS

Success

- Predefined business rules ensure tasks are assigned to the right people,

- Provided a single application with a common user interface receives and completes all tasks and easily accesses all relevant information or documentation,

- Manages all documents in one place,

- Increases employee satisfaction,

- Increases customers satisfaction,

- Greater control over processes,

- Automate and standardize forms,

- Less manual work for employees,

- Information of customers are saved in Emakin archive and Coface can view history of its customers any time.