



MetLife: Connect people and process across devices and business channels so disparate teams can work in conjunction with one another without disruption? No problem.

MetLife set an agenda for enhancing customer engagement and increasing the speed of new business; and turned to Inspire Innovations for help.

The Background

Business Profile

Fortune 46 Insurer

Solution

Business Process Management
Case Management

Business Goals

- End-to-End Process Orchestration
- Process Automation
- Reduce Operating Costs
- Improve Customer Experience

Results

- 20% Cost Reduction
- 30% Reduction in Service Levels

The Challenge

Having complex processes and legacy application architecture made it difficult for MetLife to provide the seamless, end-to-end, experience their customers, agents, brokers, and employees demanded.

With hundreds of different business applications, thousands of service operations, and close to a thousand products, it's clear to see why this was a challenge.

"You can't hide that level of complexity from customers, partners, or from employees" said Achilleas Sdrakas, Global Solutions Leader, MetLife.

MetLife needed a renovation. They had to rationalize internal systems and processes in order to transform from an organization that pushed products to one rooted in true customer-centricity.

The Solution

Working with Inspire Innovations, MetLife implemented a Business Process Management suite. The organization uses the application to orchestrate and automate all its products lines' sales and underwriting processes;

Integrating data and documents into the business process to enable process automation, to ensure users have the right information at the right time, and to provide personalized and consistent service to customers at every step of their journey.

With this new process management foundation, MetLife continually adapts and improves its processes. Annually, Inspire Innovations runs a Process Excellence program for the organization identifying improvement opportunities, new regulatory requirements, and new customer demands. Making 20-30 enhancements each year to continually evolve and meet these changing needs.

The initial solution took just six months to implement. and the cost reduction benefits were experienced almost immediately. Operational agility was also increased by 60%.