

IPAS – Inspire Process Automation Suite

A Legacy BPM Wrapper in the Cloud

AT A GLANCE

KEY CHALLENGE: Your core process management and orchestration platform is no longer serving you well; is too inflexible, difficult to enhance, expensive to update, or not compatible with latest technology trends.

THE SOLUTION: IPAS enables you to blackbox your legacy BPM and externalize important aspects that are no longer serving you well. Enabling you to add new features, new interfaces, expand integrations, and implement more automations. Your lowest cost and risk approach to BPM modernization.

“We went from expensive solutions trying to replace our legacy platform, to new digital distribution channels and new front-end experiences in 6-months.”



MetLife

Nakhle Joun
Regional CIO

“We were able to cut implementation time for a new BPM application by almost 50% by using IPAS as our BPM presentation and business rules layers.”



Nicola Comb
Global Program Manager

Process Management Modernization

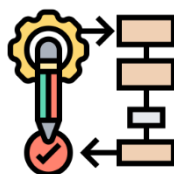
Insurers are facing increased pressure from customers to deliver digital, unified experiences, but their disparate, legacy technology makes it difficult to meet these demands. With a multitude of outdated, siloed systems managing process and data, insurers have little opportunity to streamline and automate tasks, and orchestrate across teams and systems in real-time. Your legacy core systems are no longer viable for the innovation needed to meet customer expectations and increase the velocity of data processing. Insurance staff, from claims and underwriting employees to agents, don't have a digestible single view of customer data and lack the required sales and servicing tools, causing bumps and setbacks on the customer journey and hindering customer satisfaction improvement efforts.

Inspire Process Automation Suite Overview

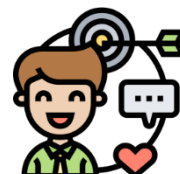
IPAS is a cloud-based Software as a Service single, comprehensive platform with a single design-time and unified engine for process, case, rules, human tasks, forms, analytics, and integration. The suite provides support for human collaboration and improves process efficiency and quality by raising utilization and throughput. It increases visibility into process performance by providing real-time analytics and simplifies compliance by providing transparent data. Ultimately, it increases corporate agility with flexible tools .



1 Improve data capture, processing, and analysis



2 Improve processing responsiveness, agility, and efficiency



3 Improve customer experience and partner enablement

YOUR LEGACY BPM FORCE MULTIPLIER



Instantly upgrade front-ends and improve user experiences

When you can unify your disjointed customer journey, great things will happen. With IPAS, you can build, use, and change many unified applications that pull together all the complex, disjointed steps of your customers' journeys. From on-boarding or problem handling, to introducing new products, or even complex underwriting and claims. By unifying process, people and data in a single platform, you streamline customer interactions and provide better service.

Built with the latest web technologies, you can impress your customers, establish credibility, and provide a frictionless journey.



Leverage advanced out-of-the-box features and easily build new ones

IPAS supports all use cases and work patterns for enhancing an existing legacy platform or accelerating a new BPM deployment. Enabling you to build out complete and powerful case and process management solutions. IPAS seamlessly layers on top of any BPM and instantly provides:

- Process Management
- Case Management
- Work Management
- Process Orchestration
- Task Management
- Document Management
- Event and Schedule Processing
- Management and Performance Information
- Analytics



Engage with automation and build high-skilled robots, quickly and easily

Create 24/7 robots for manual and administrative case activities. You can leverage built-in RPA to free up your case workers; Removing non-value-add activities from human involvement and relieving your workers from the rising pressures of work. These digital robots not only automate administrative work, but they do it better. With:

- Better Accuracy
- Improved Compliance
- Extreme scalability
- Increased Speed
- Improved Security
- Reliable Consistency



Better orchestrate and streamline people, process, and technology

Use IPAS to better orchestrate end-to-end processing across your entire organization.

IPAS is designed to unify your organization with capabilities that can seamlessly integrate people, process, and data from across systems into a single cohesive solution. Built to maximize ease-of-design and ease-of-use, regardless of access point. We remove the burden of technical complexity from your solution designs.

Built with enterprise scalability, reliability, and security. IPAS will meet the needs of the most demanding enterprises in the most competitive and regulated environments.