



MN Services

Pension and insurance company serving the metal and engineering industry in the Netherlands.

Industry: Financial Services

Geography: Europe

Deployment Summary

- The TIBCO Staffware Process Suite™ designs, runs, and monitors processes for handling customer contracts and claims.
- TIBCO Software Inc. implemented a web-based workflow portal, which provides an easy-to-use format for employees.

Benefits

- The solution gave Nordea an approximately 40 percent increase in productivity, dramatically reducing costs per transaction.
- The TIBCO Staffware Process Suite increased Nordea's sales effectiveness by 250 percent and eliminated the need for paper-based files, which made the processing time significantly lower.
- The entire application integration project was completed quickly and efficiently.



“With the TIBCO Staffware Process Suite™, we can improve our processes and decrease cycle times. Business process management provides us with information that we can use to predict the upcoming workload, for example. We strive to keep cycle times as short as possible. Using the history to determine highs and lows per work type makes it easier to guarantee that people are available when you need them.”

**Ruud Hagendijk, member of the Executive Board of Directors,
Mn Services**

TIBCO BPM Software Improves Business Processes at Mn Services

Mn Services provides insurance, supplementary insurance, and collective agreements in the metal and engineering industry in the Netherlands. The insurance and agreements are the result of collective labor agreements in this industry, which counts more than 1.1 million employees – 350,000 of which are active employees – and some 35,000 employers. With an annual turnover of €94 million and managed assets of €9 billion, Mn Services is one of the three largest asset managers in the Netherlands.

Mn Services, active in the insurance industry for 50 years as a traditional pension and insurance company, is becoming a modern customer- and market-oriented organization. An ambitious strategy has been put in place to enhance the company's offerings and enable it to offer new financial products to employees and employers. Although Mn Services serves the largest collective labor agreement in the business market, the company employs fewer than 700 people and has no intention of increasing that number. Part of the strategy consists of making the organization more intelligent by increasing its use of information technology.

Most people consider pensions and insurance to be a complicated matter. “Our challenge is to make complicated things simple,” says Ruud Hagendijk, member of the Executive Board of Directors and creator of the new strategy. “Transparency and insight are key to us, forming the basis for a coherent service and product offering. Things will not only become less complicated for employees and employers, but they also will become less expensive.” A powerful example of what Hagendijk refers to is the secure Internet portal that associated businesses can use to generate reports and notifications.

“After only eight months, almost half of our administrative transactions are performed online and are immediately processed in our database. Small entrepreneurs in particular think it's wonderful that they can do their work at any time. The portal also reduces complexity, provides transparency, and improves quality. Data is processed immediately, considerably reducing the number of data entry errors.”

At a later stage, a Web-based sales channel for new products will also be deployed. But things aren't ready just

yet. "We made a conscious decision to enable transactions to be performed in this way and to optimize the back office first."

The first step was to tailor the ICT architecture to the growth strategy. Mn Services used software components to build a new architecture that runs on one database.

"We wanted an architecture that is open, flexible, robust, and reliable," says Hagendijk. "We closely want to follow new developments. However, we only select proven applications for the components we need."

The latter certainly applies to TIBCO Staffware Process Suite, which plays a key role in automating back-office processes.

"We were looking for a business process management (BPM) platform that could support our business processes from the moment an inquiry is submitted. To increase control and visibility of the processes, we introduced the TIBCO Staffware Process Suite. This enables us to determine how long it takes to handle a customer's inquiry or change request. Additionally, we can inform the customer at any time about the status of his or her inquiry or change request. With the TIBCO Staffware Process Suite, we can improve our processes and decrease cycle times. Business process management provides us with information that we can use to predict the upcoming workload, for example. We strive to keep cycle times as short as possible. Using the history to determine highs and lows per work type makes it easier to guarantee that people are available when you need them."

The implementation of the new architecture started in January 2003 and lasted about 9 months. The automation of processes is expected to reduce the workforce by 50 full-time jobs. "Staffware is certainly an essential component in the project," says Ruud Hagendijk.

Although the implementation developed according to plan, there were occasional difficulties. "It was to be expected," says Hagendijk. "TIBCO BPM Group lived up to its reputation whenever necessary by working on solutions with us. It actively contributed to making the project a success. We are proud of the final result and willingly demonstrate our solution to others."



TIBCO Software Inc. (NASDAQ: TIBX) is a provider of infrastructure software for companies to use on-premise or as part of cloud computing environments. Whether it's optimizing claims, processing trades, cross-selling products based on real-time customer behavior, or averting a crisis before it happens, TIBCO provides companies the two-second advantage™ – the ability to capture the right information at the right time and act on it preemptively for a competitive advantage. More than 4,000 customers worldwide rely on TIBCO to manage information, decisions, processes and applications in real time. Learn more at www.tibco.com

www.tibco.com

Global Headquarters
3303 Hillview Avenue
Palo Alto, CA 94304

Tel: +1 650-846-1000
+1 800-420-8450
Fax: +1 650-846-1005