VFTee

Camunda

A Universally Capable Process and API Orchestration Engine

Insurance Sector

1 About Camunda

1.1   About

Camunda is an workflow and decision automation platform that allows businesses to streamline their processes and automate manual tasks.

With Camunda, users can model, execute, and monitor their workflows, making it easier to manage complex processes and ensure that tasks are completed efficiently and accurately.

Camunda also provides tools for decision-making, enabling users to model and execute business rules to make data-driven decisions.

The platform is highly customizable and can be integrated with a wide range of systems and applications, making it a versatile tool for businesses of all sizes and across various industries.

Camunda's user-friendly interface and comprehensive documentation also make it accessible to non-technical users, allowing them to easily create and manage workflows and business rules.
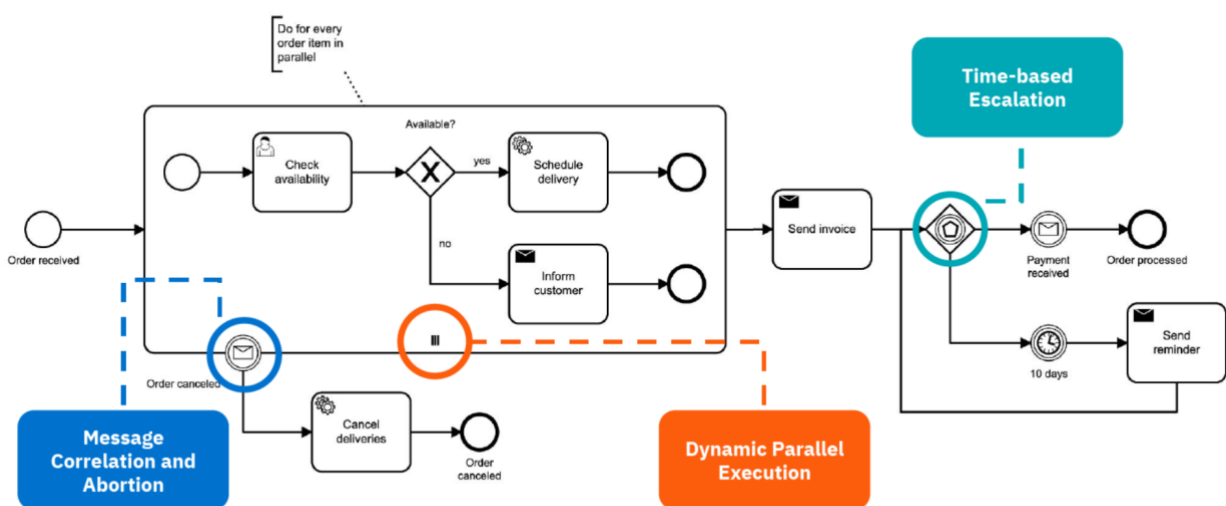
Example of advanced workflow patterns modeled in the BPMN standard

1.2   Process Orchestration for the Insurance Sector

Unlock unparalleled efficiency in the insurance sector with Camunda's adaptive workflow orchestration. Seamlessly automate claims processing, underwriting, and policy management, empowering insurers to optimize processes, minimize risk, and deliver exceptional customer experiences.

Sample processes that can be automated:

- **Claims Processing**: Automate the end-to-end claims process, from submission to evaluation, approval, and settlement, ensuring accuracy and reducing processing times.

- **Underwriting Automation**: Streamline underwriting processes by automating risk assessments, policy evaluations, and approvals, leading to quicker policy issuance and improved decision-making.

- **Policy Management**: Manage policy lifecycle processes efficiently, including renewals, endorsements, cancellations, and amendments, ensuring compliance and enhancing customer satisfaction.

- **Customer Onboarding**: Automate onboarding workflows, verifying customer information, and managing documentation, expediting the process while ensuring compliance with regulatory requirements.

- **Fraud Detection and Investigation**: Implement automated workflows for fraud detection, flagging suspicious claims or activities, and initiating investigation processes swiftly and accurately.

- **Customer Service and Support**: Automate customer service workflows, handling inquiries, issue resolution, and escalation processes effectively, enhancing customer experience and retention.

Using Camunda, customers in the insurance sector can achieve benefits in excess of **$25m** over 3 years – an ROI of **389%**.

"The Total Economic Impact Of Camunda", a commissioned study conducted by Forrester Consulting on behalf of Camunda, July, 2021.

Sample Camunda Customers:

1.3   Camunda Zeebe for Workflow and API Orchestration

Camunda Zeebe is a workflow engine designed for the cloud-native era, providing a highly scalable and fault-tolerant solution for automating business processes.

It uses a distributed architecture that enables it to process large volumes of workflows and handle high levels of concurrency, making it ideal for complex and dynamic applications.

With Zeebe, users can model their workflows using the BPMN 2.0 standard and deploy them as microservices on Kubernetes or other cloud platforms. Zeebe also provides real-time visibility into the status of workflows, enabling users to monitor their processes and quickly identify and resolve any issues. Overall, Camunda Zeebe is a powerful and flexible tool for businesses looking to automate their processes in a cloud-native environment.

1.4   Combine Camunda & Oracle APEX for Enterprise Applications

Combining Camunda's robust workflow orchestration capabilities with the agility of a low-code development approach, particularly Oracle APEX, unlocks unparalleled potential for creating sophisticated applications. Leveraging Oracle APEX's rapid application development features alongside Camunda's workflow automation allows for the seamless integration of complex business processes into user-friendly, high-performance applications.

This synergy empowers developers to craft solutions swiftly, accelerating the delivery of customized, scalable applications that precisely align with business needs while maintaining robust workflow automation and management at the core.
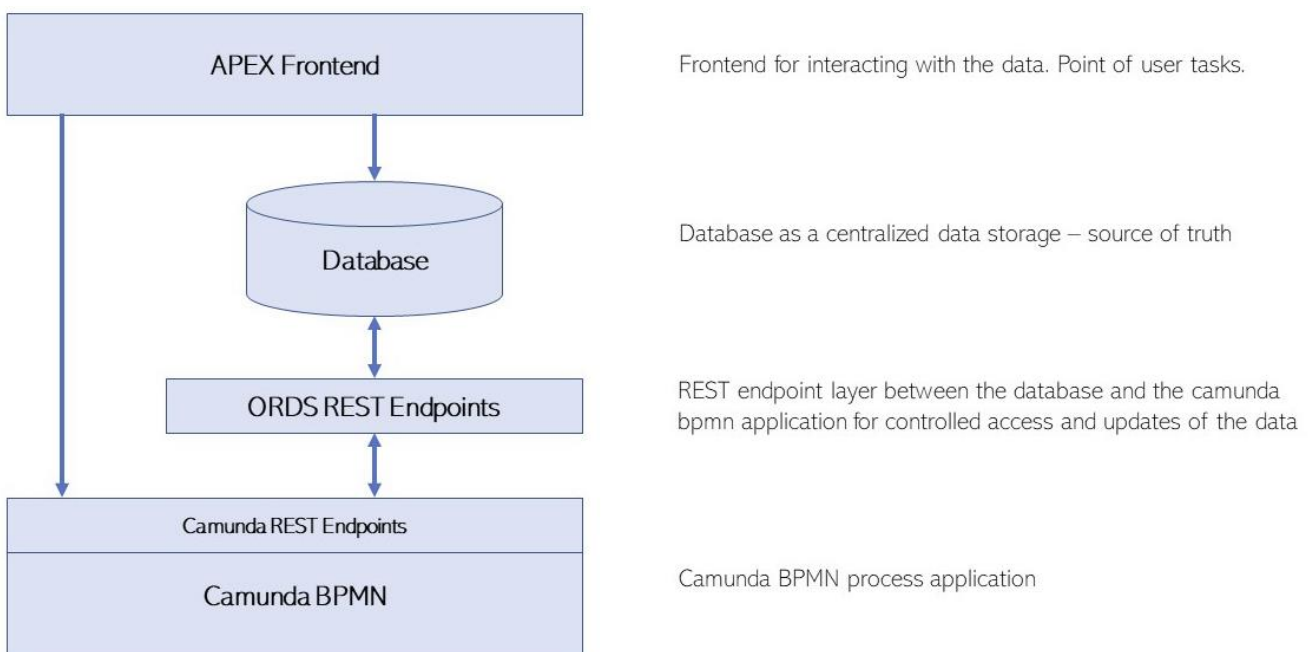
About VFTee

VFTee is a boutique Information Technology consulting firm with vast international expertise and experience. It helps companies achieve business optimization via digital transformation initiatives.

VFTee delivers practical consulting and solutions that enable customers to improve their revenues, reduce their costs and risks, and become more agile to compete in the new era.