An Insurance Industry Model
Insurance – A new vision

• The issues facing the insurance industry are:
  – Cost of administration
  – Continuous change
    • Legislative changes
    • Increase in competition
    • Customer demand
  – Need to expand markets
How did we get here?

- Business models that developed evolutionary over years
- Successful industry
- Automation of basic information, then single processes
- Reliance on area experts
- No single view on the enterprise operations

No Enterprise Architecture
Insurance – The need

- Higher returns
- Retaining profitability
- Value from IT investments
- Low risk of systems failure
- Senior management satisfaction with technology
- A repeatable product for entry into smaller markets
- Standardisation with differences
The SDT experience

• Africa expansion model
  – Further need for cost-effective deployment
  – Diverse rules
  – Little integration between countries
  – But strong shared processes

• But there was a missing link…

Enterprise Architecture
Insurance – A new vision

• Designed a Business Blueprint operating model
• Design an Enterprise architecture
  – Business standardisation
  – Business integration
• Design the operating model
• Redefine the IT engagement model to a partnership
• Designed a franchise model
EA Implementation challenges

- Companies like to believe they are different
- Balance of where to standardise
- An understanding of what is the real differentiators and real competitive advantage
- Taking the leap of faith

- Step by step implementation
  - First basic needs
  - Grow with business understanding to the breakthrough point
Insurance EA in Practice

Enterprise expansion design

Events-driven design

Basic Processes
Insurance – a new vision

• Savings of 30% in time
• Savings of 30-50% on initial cost
• Savings of 30-40% on running cost

• Clear understanding of foundation to go forward
• Repeatable, reliable