

Resolution Life: Embedding Process Management into the DNA of the Organization

Resolution Life Australasia, part of the Resolution Life Group, is a in-force life insurance company with a dedicated focus on servicing its existing 1.1 million customers in Australia and New Zealand. The company also provides its customers with competitive premiums, quality investment management, excellent customer service, and efficient claims management.

Having established a robust business process management capability that **improved visibility and compliance within the organization**, Resolution Life Australasia sought to expand the use of its existing solutions. It wanted to standardize business process management to prepare for future business opportunities including mergers and acquisitions.



Minimizing Investment Risk Through Business Process Management with SAP® Signavio® Solutions

Before: Challenges and Opportunities

- Need to develop a standard business process management (BPM) model to gain more visibility and compliance across business processes and enable newly acquired businesses to onboard smoothly
- Desire to increase awareness of process ownership, document its baseline architecture, and minimize risk around mergers and acquisitions by documenting business processes

Why SAP

- History of success with the performance and adoption of SAP® Signavio® solutions
- Ability to “lift and shift” related business processes to other SAP Signavio solutions
- Separate system architecture carved out for Resolution Life Australasia for an efficient “lift and shift” at no additional cost
- Comprehensive solution for business process modeling, process intelligence, workflows, automation, and journey modeling aligned to business growth

After: Value-Driven Results

- Increase in BPM adoption across the organization through 18 process owners who are accountable for the BPM architecture
- Accelerated time to value and minimized risk for future mergers and acquisitions by having documented business processes available in a self-service model

Resolution Life

“SAP Signavio solutions provide a **powerful one-stop shop** for managing our enterprise business processes. This systematic and orderly business process management saves us time and is an enabler for our successful transformation.”

Andrew Steel, Head of Workforce Analytics and Process, Resolution Life Australasia

40.5%

Of business-critical processes published

>400

Unique page views per month on SAP Signavio Process Collaboration Hub

SAP Signavio 

Resolution Life
Australasia
Sydney, Australia
www.resolutionlife.com

Industry
Insurance

Products and Services
Insurance, retirement,
and investment products

Employees
800

Assets Under
Management
A\$30 billion

Featured Solutions
SAP Signavio solutions

THE BEST RUN



Creating a Single BPM Foundation to Drive a Customer-Focused Vision

Resolution Life Australasia (formally known as AMP Life) was part of the AMP Group. Prior to the separation of this business from AMP Group, business process management (BPM) was based on compliance and controls. Critical processes were identified, documented, and rolled out to the organization through a self-service model. As Resolution Life Australasia was more than happy with the performance and adoption of its existing SAP® Signavio® solutions, it decided to “lift and shift” its related processes to other SAP Signavio solutions to make BPM part of its ongoing day-to-day business.

Within the organization, chapters comprise groups of people performing the same craft, with chapter leads responsible for the business processes aligned to their areas. This accountability model has brought a renewed focus on the customer by increasing process efficiency within customer-facing chapters as well as back-office functions. And BPM compliance and adoption is governed through regular chapter reporting.

Resolution Life Australasia has invested in the SAP Signavio Journey Modeler and SAP Signavio Process Intelligence solutions as the next step in identifying further improvement areas in line with its vision to become a customer-centric and data-driven organization.

“Thanks to an agile model, where business units take ownership of and are accountable for business processes, we’re looking at customer journey modeling and process mining to **identify other potential areas of improvement.**”

Andrew Steel, Head of Workforce Analytics and Process, Resolution Life Australasia

~A\$250,000

Reduction in BPM annual maintenance costs through governance automation

>A\$29 billion

Funds under management

Featured Solutions and Services

Resolution Life Australasia deployed the following solutions from the SAP® Signavio® portfolio to **increase operational efficiency**:

- SAP Signavio Process Manager
- SAP Signavio Process Governance
- SAP Signavio Process Collaboration Hub
- SAP Signavio Journey Modeler
- SAP Signavio Process Intelligence

