



Success Story

AOK – Shared process platform for a health insurance company



“Signavio is the instrument for an efficient, company-wide exchange of process knowledge, even across company borders. That way, it supports organizational change processes.”

Norbert Sandau, Unternehmensbereichsleiter
Organisationsentwicklung, AOK Nordost

Public health insurance companies are facing great challenges and changes in their environment. Due to demographic changes and new legal requirements a consistent management of business processes is crucial.

Signavio Process Editor

Signavio is used for the design of processes and HR demand planning at 3 AOK subsidiaries which are market leaders in public health insurances in 7 German federal states.

Each of the involved AOK subsidiaries is an autonomous company and designs and manages its own processes. All of them have their own modeling workspace but share the models with the other subsidiaries. Thus, they can learn from and help each other in their organizational development.

All models include information about process frequency and execution times for tasks. This is the basis for the HR demand planning. Excel reports are directly generated from the process models. By benchmarking processes across organizations, improvement potential can be quickly identified.

This shared process-oriented approach generates synergies, also during the implementation of IT-systems. Thus, the impacts, for example, of the SAP-system oscare® on business processes can be analyzed.

The participating AOKs chose an on-premise installation of Signavio and replaced all existing

tools such as ARIS® and Visio® completely. More than 4,000 process models were directly migrated from existing ARIS®-repositories. Shared process platform for a health insurance company.

Using Signavio's commenting function, experts as well as process participants can be involved in process review sessions. Thereupon, the resulting ideas are factored into the models by the process modelers.

The integrated dictionary enables a simple maintenance of important terms such as job descriptions. The process modelers at AOK were able to use the auto completion function and other editor functions with only minor training efforts.

Due to an integrated web-publishing, the process models are made accessible to all employees through the Intranet. Maintaining a separate repository for publishing is not necessary with Signavio.

At a glance

- › Using the Signavio Process Editor across organizational boundaries
- › HR demand planning based on KPIs and process models
- › Migration of 4,000 ARIS®-process models
- › Integration of experts via the commenting function

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Visio® is a registered trademark of Microsoft Corporation.

The Signavio Business Transformation Suite has been available since April 2017. Signavio Process Manager unites Process Editor with Decision Manager. These are joined by Signavio Workflow Accelerator and Signavio Process Intelligence as part of the Suite.



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