

New Business & Underwriting Administration

CIGNA Life Insurance, Wellington, New Zealand

Contract Issues /Client Challenges

CIGNA New Zealand is a leading specialist provider of insurance products and services. With over 85 years of experience, Cigna NZ protects nearly 300,000 New Zealanders with policies for life insurance, identity theft protection, trauma insurance and more. CIGNA New Zealand is part of CIGNA Corporation, a Fortune 500 company and one of the world's largest publicly-owned insurance and financial services companies.

The New Business and Underwriting teams at Cigna NZ sought a solution to automate and improve their core business processes. A multitude of their processes were manual, time-consuming, and involved numerous hand-offs of large volumes of paper files. Some of the challenges faced by these teams include storage of records in disparate formats and locations, use of several software applications with several hand-offs that delayed attending to a new customer request and lack of visibility into end to end application processes. Cigna NZ chose the Appian business process management platform to automate their handling of new business and underwriting.

Services and Solution

By using the native Appian BPM suite of tools that includes integration of process, rules, content management, collaboration, analytics/reporting, our consulting team was able to provide CIGNA with a superior solution that had:

- A single platform for automating and managing their core business processes
- A central repository for all organizational content.
- A platform that accelerated and improved interactions between people and systems

The benefits to the final solution were

- Increased efficiency and reduced overhead costs
- Improved ability to service customers
- A more agile and robust architecture enabling a strategy of continuous process improvement

Client Success

CIGNA's now has a centralized platform from which they can perform all their current and future business. The services provided by our consultants allowed CIGNA to achieve all goals set out in the initial implementation and expand on its current offering of services to its customers.