



CASE STUDY

Chilean insurance syndicate implemented a centralized tracking system, increasing vehicle recovery rates by 17%

Organization:

Chilean Insurance Syndicate

Industry:

Financial services

Location:

Chile

Insurance organization enlisted Bizagi to help deal with one of Chile's most prominent issues: the sustained increase in the rate of uninsured stolen vehicles.

Combining a centralized data repository, strong process automation, improved workflow and integration to the country's Civil Registry, Chile's 11 major insurers can now effectively search, discover and recover vehicles in ways never seen before.

90% of Chilean insurance industry using Bizagi

17% increase in rate of vehicle recovery

1 million records centralized

"We have gained the trust of the insurance companies; we can effectively track theft, thanks to process automation, improved workflows and integration of people and systems."

Kateryn Navarro Poblete,
Systems & Processes

Objectives

- 🎯 Automate the end-to-end process for vehicle claims and monitoring
- 🎯 Create a single, accessible repository for all claims-related information
- 🎯 Provide on-demand metrics for frequently stolen makes and models
- 🎯 Replace manual processes with a streamlined, electronic administration
- 🎯 Integrate with the Chilean Civil Registry to validate plate information
- 🎯 Instigate automated search procedures for all eligible vehicles

Achievements

- ✅ Bizagi used by 90% of the Chilean insurance industry
- ✅ 17% increase in the rate of vehicle recovery
- ✅ Over one million records centralized and made accessible via the internet
- ✅ Chilean police automatically receive reports of vehicle theft
- ✅ Better quality information and decrease in claims handling errors
- ✅ Reduction of fraud in double or even triple pay-outs

Overview

This support company comprises of the 11 main insurance companies in Chile, which together constitute over 90% of the market. For the insurance organization it was essential to centralize into a single system, the reports of vehicle theft from the 11 insurers.

Challenge

The goal was to make an effective and efficient validation of the information and manage, in an agile way, the processing of the report and the possible discovery and recovery of the vehicle. In the same way, the companies created this support company to optimize the steps, processes and monitoring tasks of claims related to the theft of vehicles. The aim was to reduce the rate of robberies that had been doubling every two years and to increase the recovery rate of stolen vehicles.

Solution

The organization identified the need for a system that would manage the control and monitoring of claims in a timely manner; that would update automatically, eliminate errors and follow its business rules. To achieve this goal, they chose Bizagi Business Process Management (BPM). The first process was to perform the validation, monitoring and management of vehicle robberies. Project planning and implementation was performed by PRAGMA, recognized consultants in Chile and a business partner of Bizagi. Initially, the complete process flow was defined and subsequently automated, which also included the redesign of the manual processes of the insurance companies and the integration of external systems. The three main stages of the process are:

- **Validation of the data:** Comparison of registration plate information against the Registry of Motor Vehicles of the Chilean Civil Registry, validating that it corresponds to the policy. If not, Bizagi informs the company. It analyses the case, makes the necessary corrections and forwards the record of the theft to the organization to continue with the management of the incident.
- **Search:** Once the information is validated, the search process begins. The system then sends a report of the theft to the Carabineros (the Chilean police force). This is sent electronically to the Carabineros, which is in charge of robberies throughout the country, including insured and uninsured vehicles.
- **Discovery and recovery:** The system notifies the police that the car is insured and through the data integration via Bizagi's SOA layer, the police report that the car has been found. The insurance company then proceeds to retrieve the car.

Results

In the first nine months of operation of Bizagi, the organization obtained savings that has enabled the Chilean insurers to have an excellent service for the management of vehicle thefts.

The creation of a single information repository has consolidated the claims of all these companies and is available when required. Additionally, the system provides statistics about makes and models which are stolen the most, and sends periodic reports to the companies.

“We have gained the trust of the companies in that we can effectively track the theft, thanks to the automation of the process and the integration of people and systems”

Kateryn Navarro Poblete, Systems & Processes

Alerts within Bizagi report the occurrences of accidents (duplication of reports of theft by different insurers) and data validation, checking its accuracy. Before, companies falsely reported registration plates to the police and they were not able to respond. It has eliminated a large number of errors. A case that has errors will not be progressed.

Thanks to the quality of information and timely management, in the first months, numerous registrations of theft with errors were corrected. “Of these, police reported 160 vehicles found, significantly reducing the losses to the companies,” said Navarro Poblete, adding, “To manage the records of robbery with agility is vital to the operation, as the first five days are very important; statistically, if a car does not appear in this period, it costs much more to find it, or simply it is never found.”