



Insurer uses Bizagi BPMS to crack down on vehicle fraud

PROSE-CHILE

Protección y Seguridad

Customer:

Protección y Seguridad
(Prose-Chile)

Industry:

Insurance

Location:

Chile

Prose-Chile succeeded in providing an **Excellent Service** to 11 of the leading Chilean insurers.

BPM system integrates companies and processes and centralises reports.

Bizagi BPMS delivers on goal to deliver a system for effective and efficient validation of vehicle theft and to increase vehicle discovery and recovery.

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The fact that Bizagi is very easy to use, combined with their extensive experience, made us choose Bizagi BPM. ”

Kateryn Navarro Poblete, Director of Systems and Processes, Prose-Chile

Objectives

- ✓ Develop a centralized system to validate, control and monitor auto theft
- ✓ Reduce complexity, duplication and errors
- ✓ Provide timely, accurate reports to 11 insurance companies
- ✓ Increase the rate of vehicle recovery through better tracking

Achievements

- ✓ Bizagi used by 90% of the Chilean insurance sector to monitor vehicle theft
- ✓ 17% increase in the rate of vehicle recovery
- ✓ Centralised and up-to-date information available to all insurers
- ✓ Alarm system reports theft occurrences and validates data
- ✓ Elimination of errors, more timely and accurate information
- ✓ Reduction of fraud in double or even triple claims payments

Overview

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

Challenges

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.

The BPM Solution

Prose-Chile 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 Prose-Chile 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 9 months of operation of Bizagi, Prose-Chile obtained savings that has enabled the Chilean insurers to have an excellent service for the management of vehicle thefts.

Navarro Poblete lists some achievements of the implementation. Firstly, 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.

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 had errors was not progressed," explained Navarro Poblete.

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 of Prose-Chile, 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."

"We have gained the trust of the companies in that Prose-Chile can effectively track the theft, thanks to the automation of the process and the integration of people and systems," Navarro Poblete concluded.

Best Practice

- ✓ Ensure vendors provide a working Proof of Concept
- ✓ Involve key members of all departments who require BPM in its selection
- ✓ Consider hiring a local consultant to speed up delivery of the first process
- ✓ Utilize SOA layer for simple and cost-effective integration
- ✓ Develop and deliver the BPM project in clearly defined phases
- ✓ Focus on key processes and only add new ones when fully tested