

A background image showing a blue globe with a white airplane flying over it. The text 'A Large Insurance Company Uses BPM to Simplify the Business Travel Expense Process' is overlaid in a large, white, serif font with a blue outline. The words 'Departure Gates' and 'barrow' are partially visible in the bottom left corner of the image.

# A Large Insurance Company Uses BPM to Simplify the Business Travel Expense Process

A large insurance company who has won the Asia Insurance Industry Award of the “General Insurance Company of the Year” is a large-scale company with more than 1,000 employees and over NTD 20 billion capital size. The major business they provides including fire insurance, marine insurance, motor insurance ...etc., and all kinds of financial products.

## ❖ **Complicated Business Travel Expense Calculations**

Because the characteristics of the insurance industry, some employees of the company are required to travel frequently, such as visiting customers, surveying insured properties, attending training courses ...etc. The higher traveling demand, the more travel expense applications and processes they faced. With a very strict budgetary control, the insurance company has very detailed specifications and limitations for the business travel expense applications. Unfortunately, the inconvenient and complicated travel expense applications and calculations would cause troubles for employees, for example, calculation errors, limitation or regulation misunderstandings, content and process flow misjudgments, verification difficulties, and also tracking and management complexities.

## ❖ **Easier To Apply and Verify Thru Travel Expense Application System**

In order to solve the problems mentioned above, the insurance company had surveyed several BPM vendors and their products. After strict evaluations and tests, [AboveE Technology Inc.] was chosen to implement the “Business Travel Expense Application System” for the insurance company. The system provides an excellent convenient and easy-to-use electronic information system to replace the insufficient traditional manual and paper operations, and employees can apply business travel expense, query and review process on-line at any time. The system links up with the data from existing HR (Human Resource) System, and integrates with EIP (Employee Information Portal) system. Therefore, by accessing the existing portal, employees are able to apply the business travel expense and process review operation without usage barriers.

Furthermore, in order to improve the complicated calculation and verification processes, the “Business Travel Expense Application System” provides precise calculation according to various terms and conditions, such as business travel categories, type of transportations, locations, mileages, durations, job positions, and with or without supervisors travelling together. At the same time, the on-line auto-checking function provides information and notifications to any overspending items to help approvers deciding whether to adjust the expense amount. Because of the expense calculation and auto-checking functions, the system dramatically reduced workloads of administration department as well as improved the satisfactions of employees. The administration department was even detached from the whole approval process, due to the calculation and verification processes can be done by the system automatically.

## ❏ Process Optimization Makes Benefits Visualized

While implementing the system, the insurance company re-examined the authority rights and necessity of every approval process in order to improve and optimize the workflow. The company reduced unnecessary process levels and standardized business process, to increase the process speed and maximize its effectiveness. The automatic payment checking and calculation functions greatly reduced the calculations and verifications on costs of manpower and time consumption. Moreover, because the information becomes more visible and easier to manage, the result of business process optimization makes the process become significantly faster. In addition, those electronic travel expense applications can be accessed and viewed the statuses through any standard web browsers at any time. Employees can check the travel expense application process status at any time, which not only shortening business process period but also reducing paper consumption, paper handling, and storage needs. In long term, the system can reduce the amount of time spent filing and searching for paper applications and records, thus improving response time to queries and reporting and increasing overall productivity in the company.