

bpm@pnw

Scaling Process Automation at Provinzial NordWest

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Die Versicherung der Sparkassen

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Lippische
Landes-Brandversicherungsanstalt

**HAMBURGER
FEUERKASSE**

DirektVersicherung

AndSafe ProTECT

Sales Regions with ~26m Inhabitants

Premium Volume >6bn Euro

~5m Customers

>5.700 Employees (~900 in the IT Department)



We lead IT projects to success with our excellent business, methodical and technical skills shaped by our values, team spirit and passion!



Founded
2015



Employees
32



Locations
2

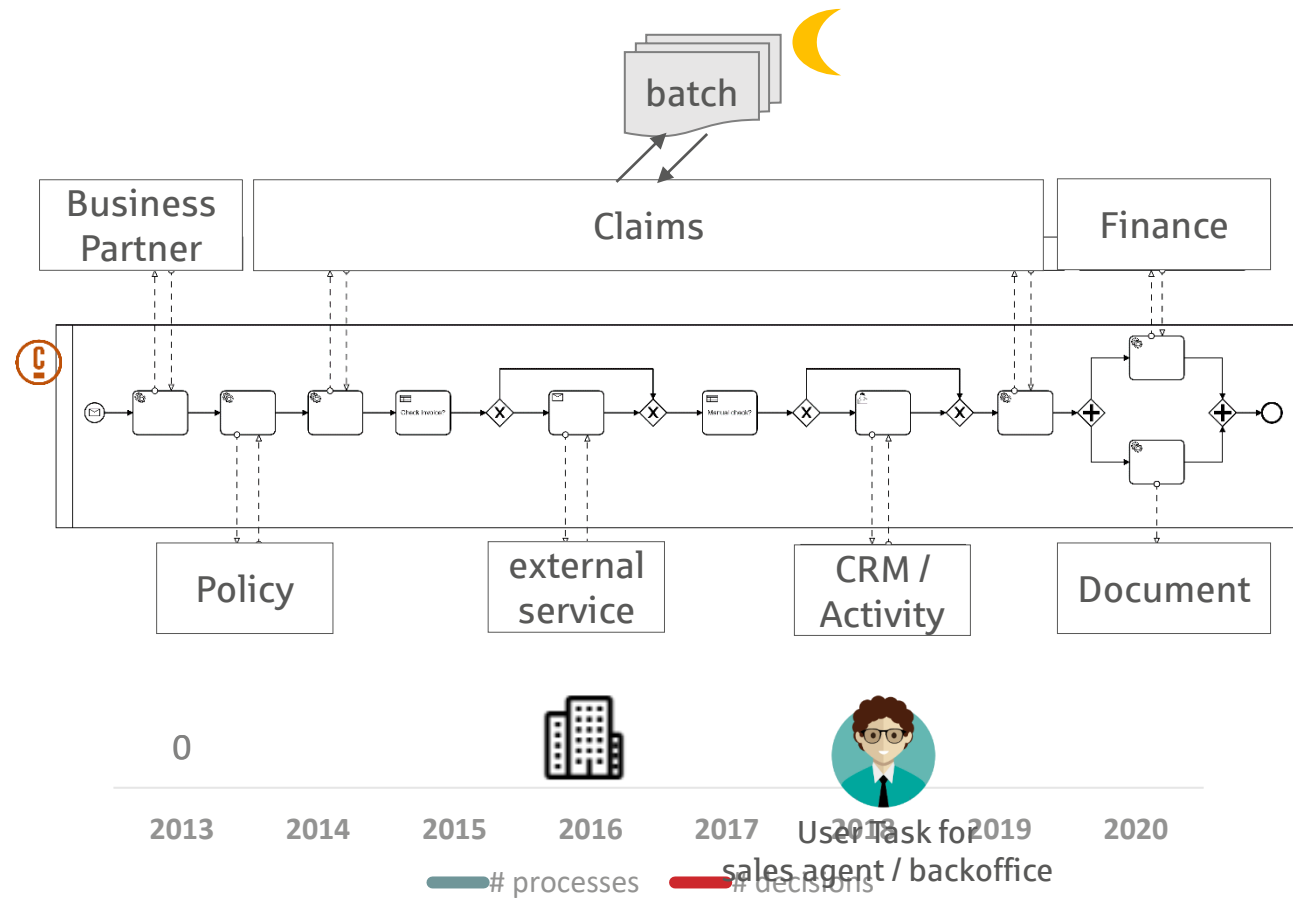


Staff growth 2019
15%

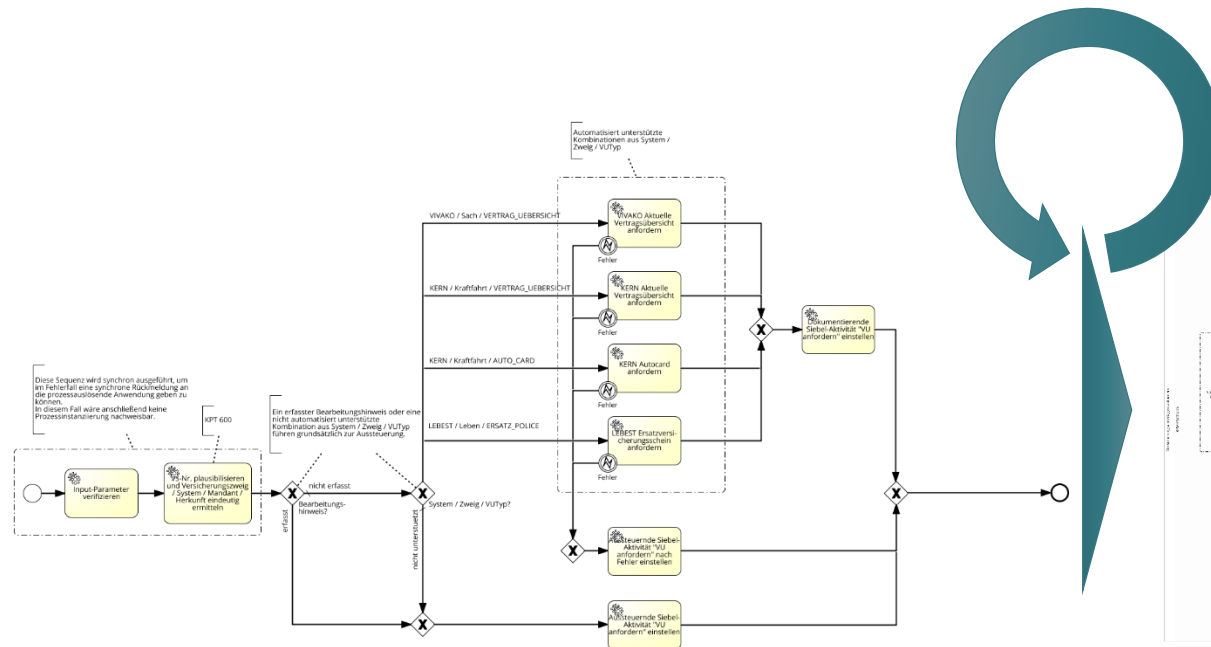


The Objective (2014): A central workflow automation platform intensifies the process orientation in our application-portfolio and enables the execution of cross-application and (semi)-automated processes.

process orientation



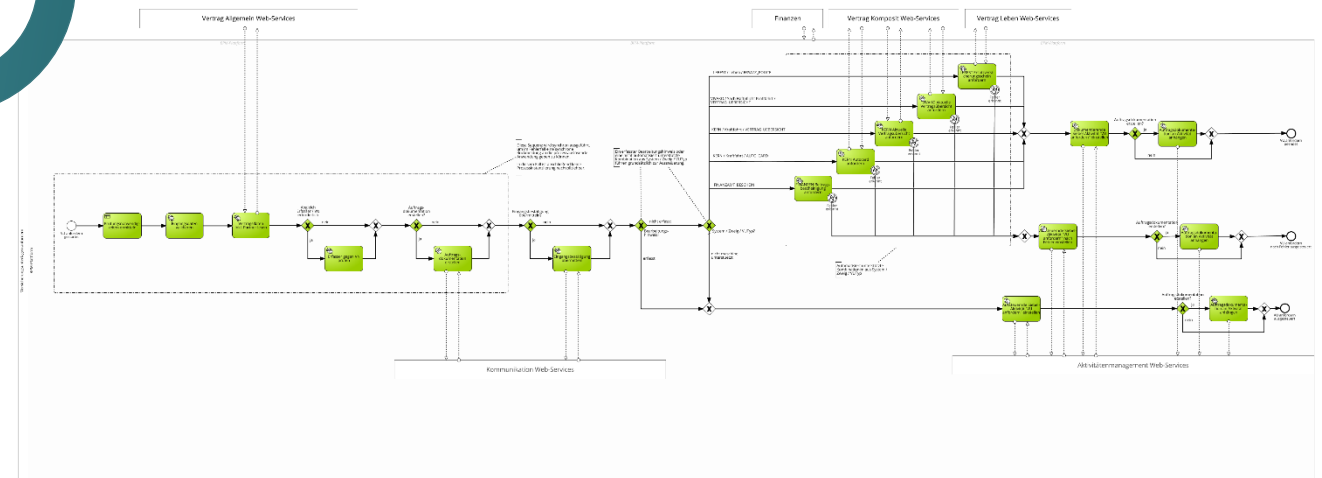
Step I „Start easy“: Automating the cross-division process „Request for Insurance Documents“ for both sales agents and back office workers



version 1.0 (2014)

- used by sales agents and back office workers
- 11 document types (e.g. Certificate of Contribution)

iterative and incremental improvement

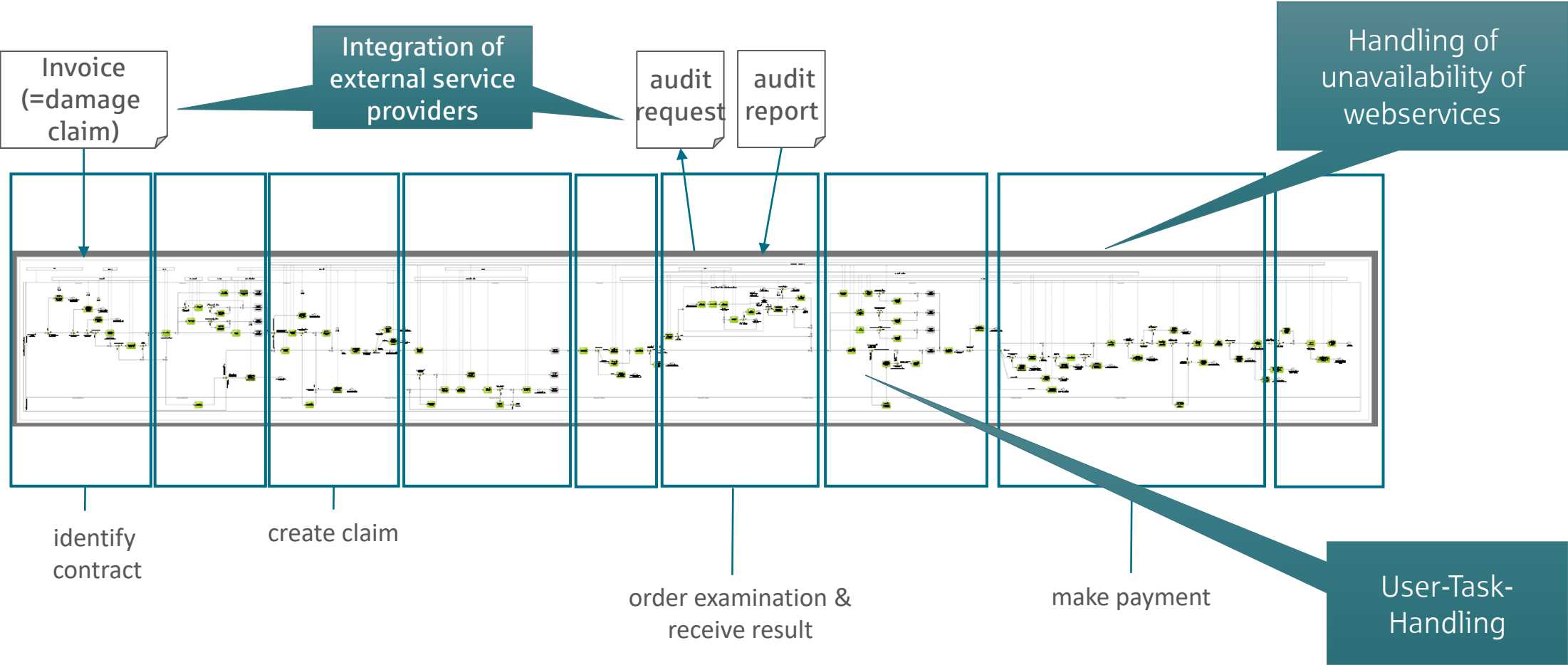


latest version (2020)

- extended for customers to be used as a self-service
- 13 document types

Step II „A Lighthouse process“: „Manage claim for broken car window“ was used to fill in existing technology gaps and to build up know-how in the team

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Milestone I: Project to introduce Process Automation successfully finished (2014)

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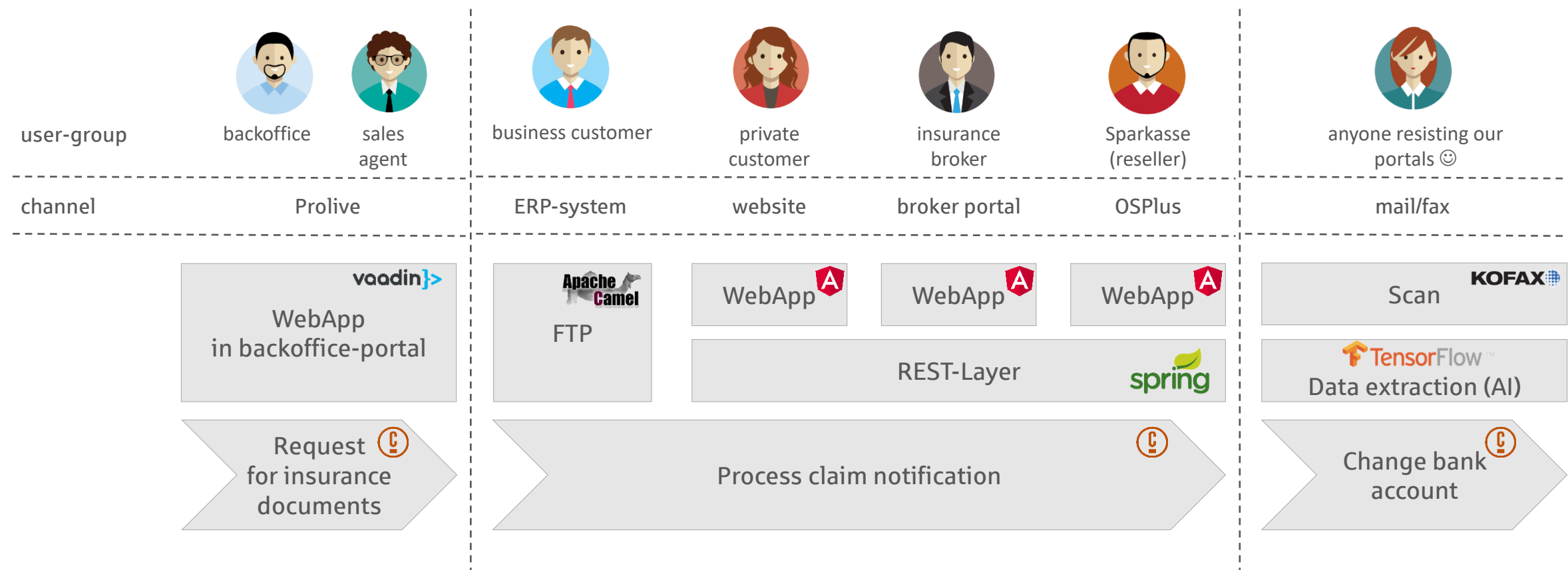
- A lightweight platform based on Camunda BPM, Visual Rules and Apache Camel has been implemented.
- First two processes have been automated and up on these processes the capabilities of the platform and the methodology has been proofed.
- The business specialists experience the benefits of BPMN and Camunda and they have been convinced that this is a good foundation for Business-IT-Alignment.



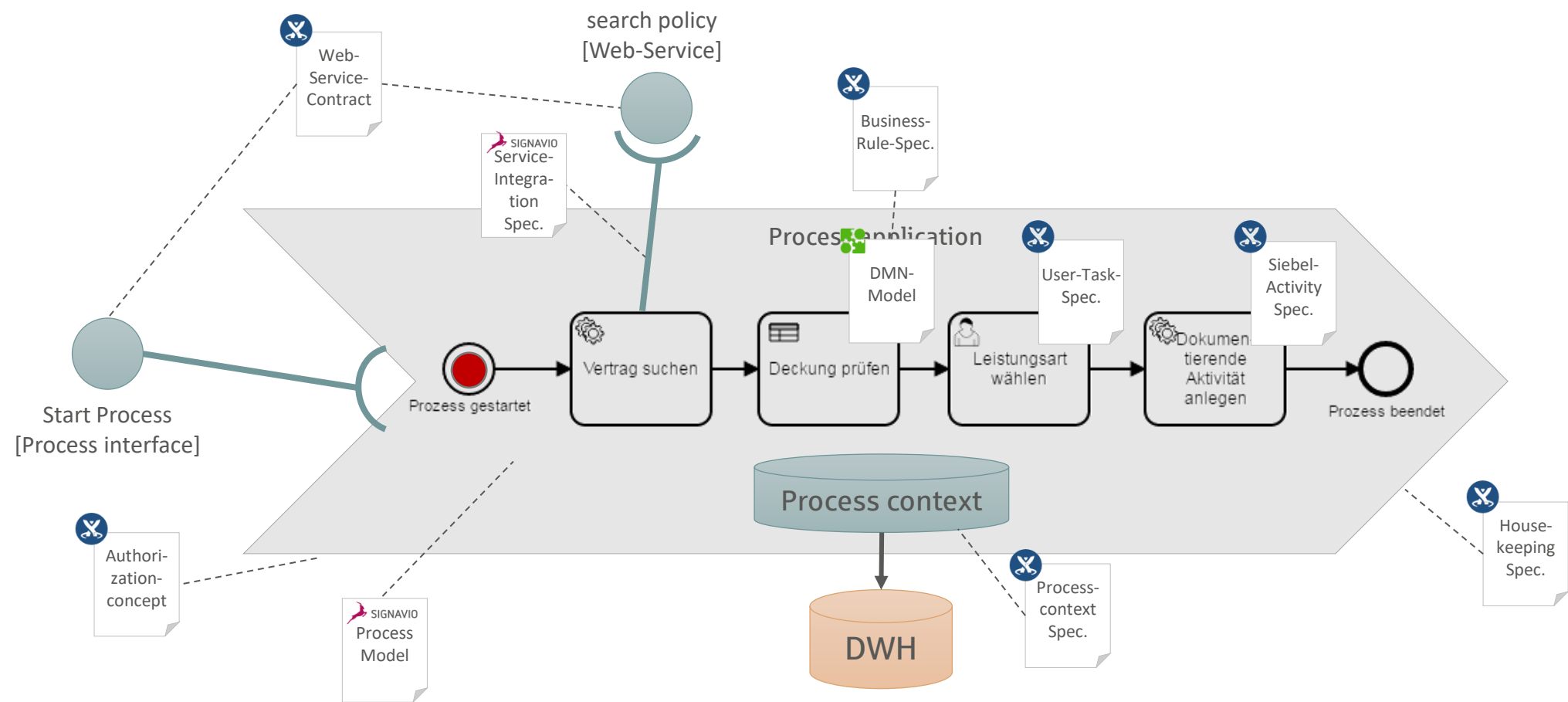
- Skill build up in a small team, but how to bring it to a broader community?
- Which is the right strategy for identifying the processes that has to be automated and what is the right Operation Model for the future?



A big Digitalization Project Portfolio was started to integrate different user groups into the IT-landscape



Our BPM framework provides a standard for both specifying and implementing process automation and allows a consistent approach that scales within the organisation



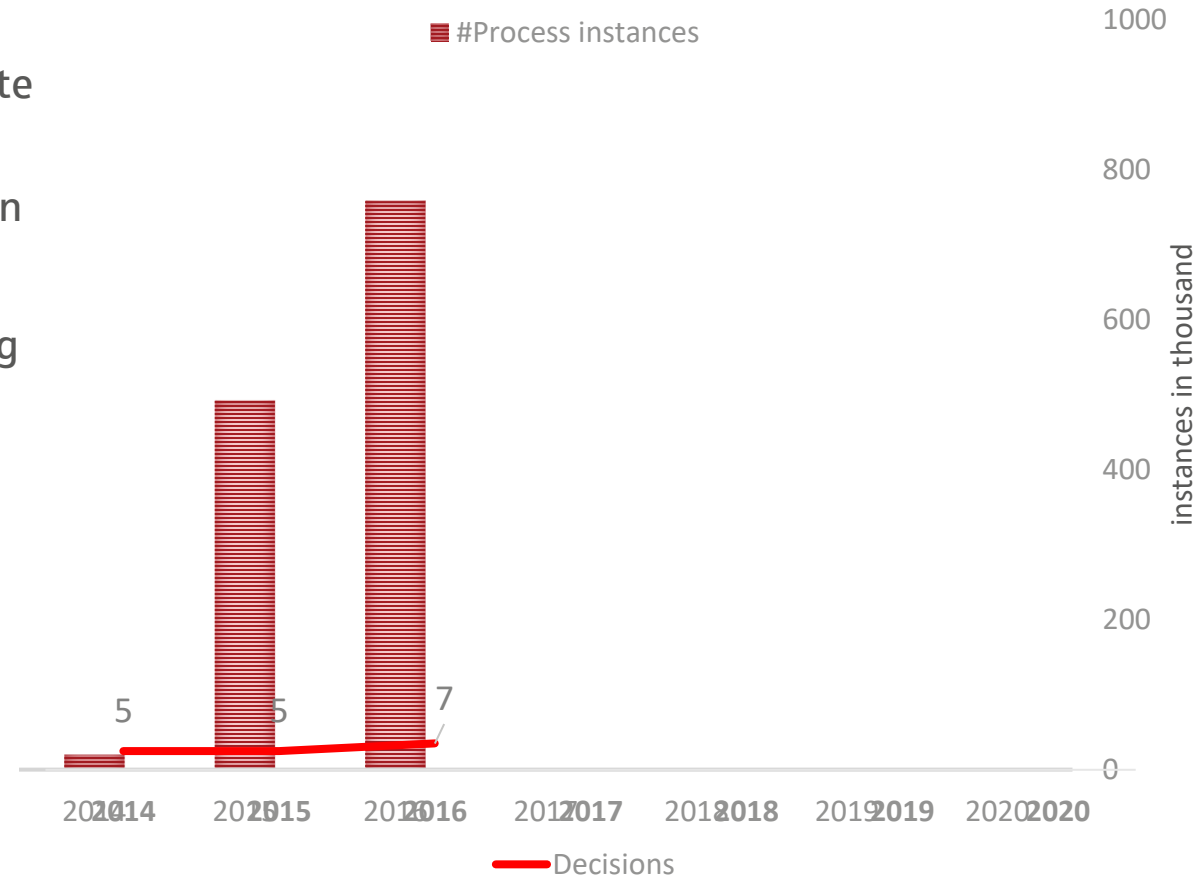
Milestone II: The corporate project portfolio „PNWdigital“ enables digitalization of processes based on Camunda.



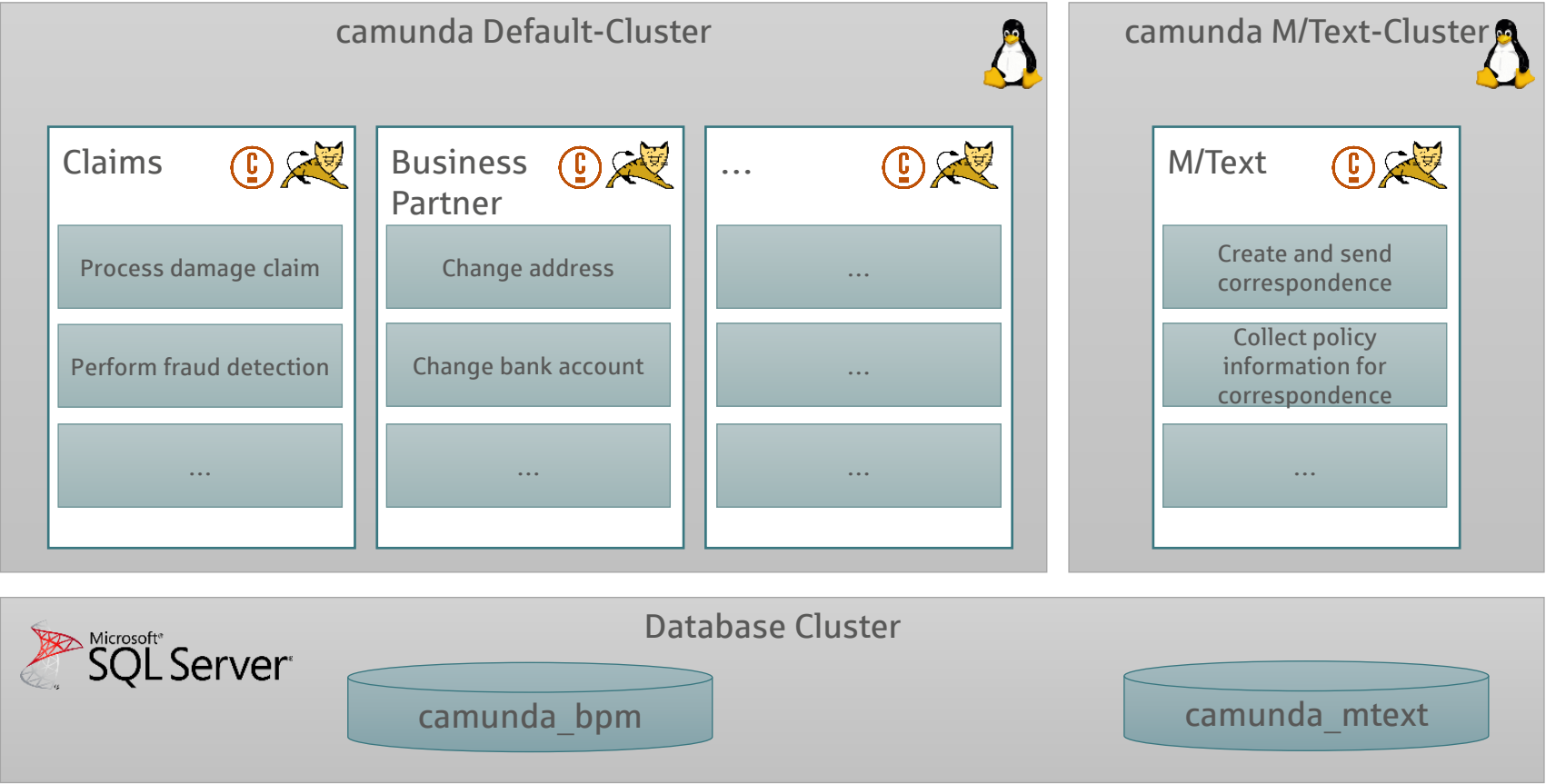
- Build up an integration architecture based on microservices and Camunda BPM that allows to integrate different user-groups in the same business process
- Established a standard specification and documentation framework for process automation projects
- Empowered more than 20 people in several teams using the framework and building automated processes with BPMN and Camunda



- Visual Rules has not been adopted by the teams and decisions were implemented in Java instead. How do we enforce rules management?
- How do we handle the increased number of process applications and grant scalability in technique and organisation?



Technical scalability was achieved by building heterogenous clusters on business criterias, that provide more autonomy to the development teams

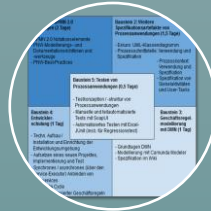


For organizational scalability a bpm@pnw-Community was founded to bring Business Specialists, Business Analysts and Developers together.

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BPM
Blog



BPM
Training Courses



BPM
Community-Day



About 40 posts/year

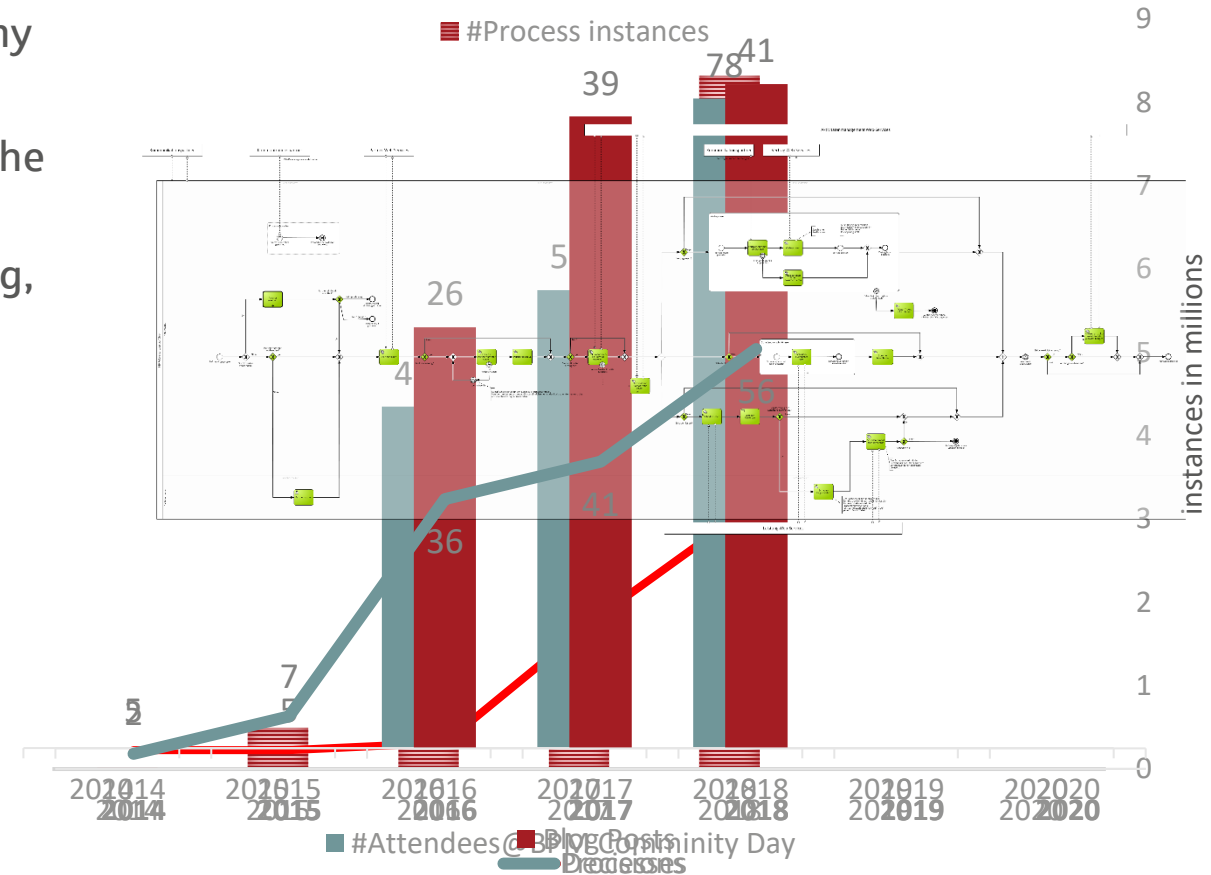
2 courses of 5 modules per year,
about 30-40 participants

1 day, 2 parallel tracks,
most talks from project teams

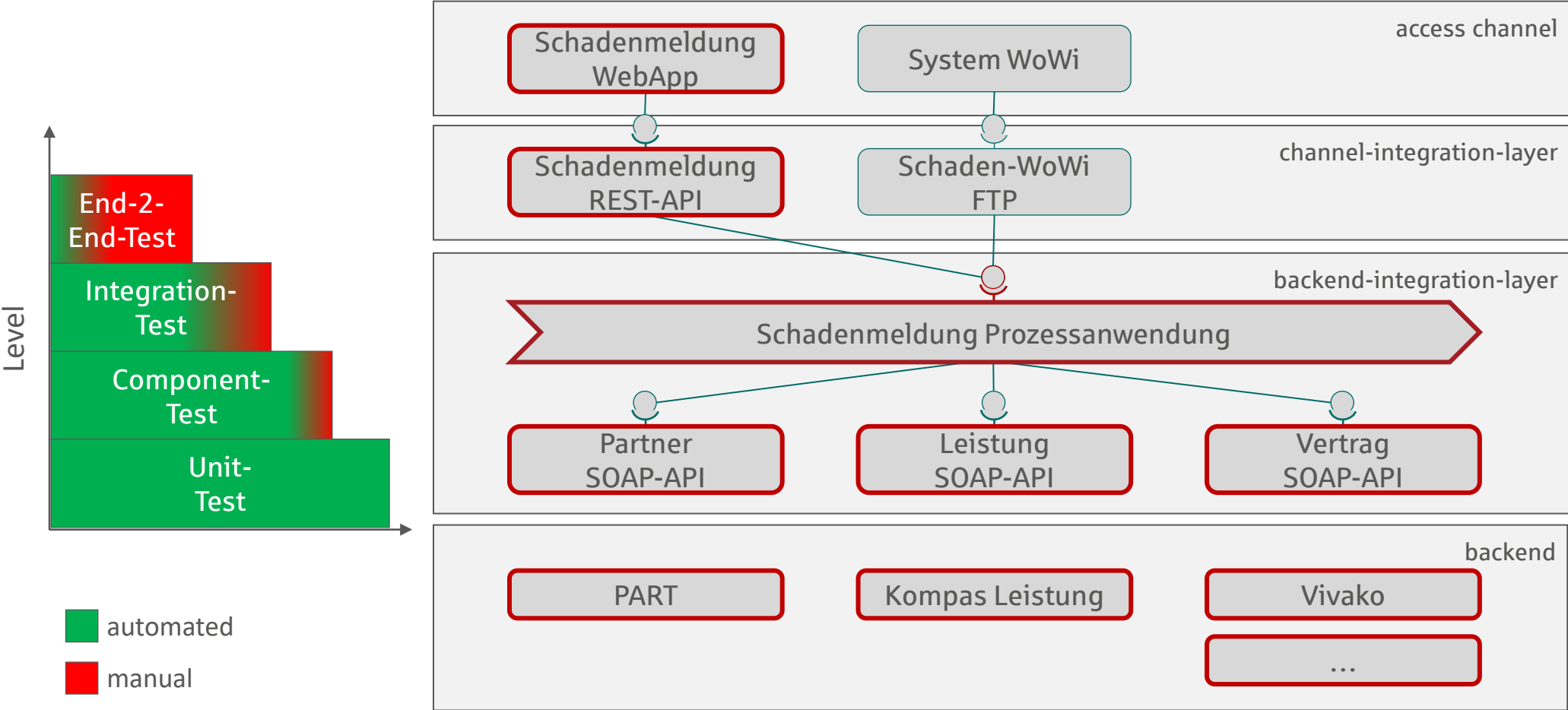
Milestone III: Established a BPM Community and successfully adopted Decision management based on DMN

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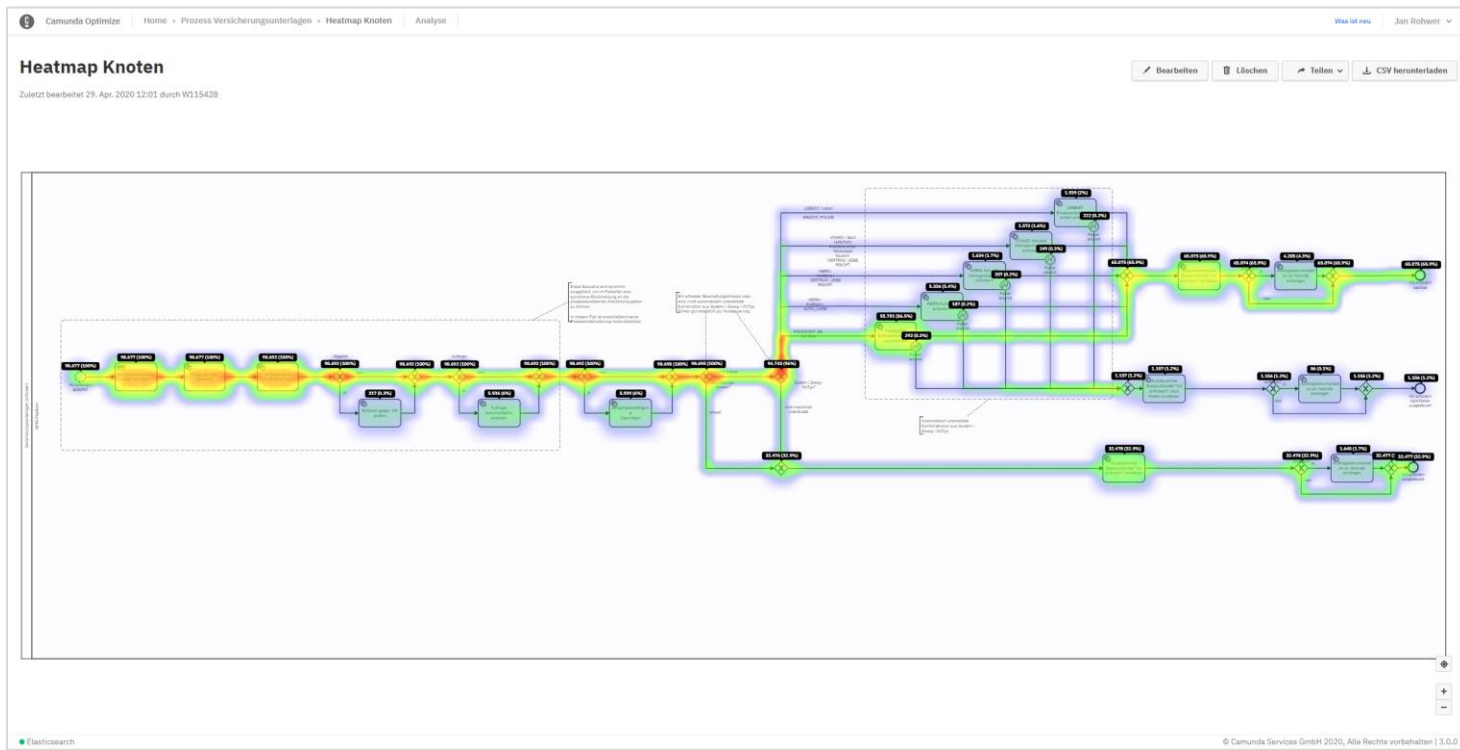
- Clustering allows horizontal scaling and more autonomy for the development teams.
- DMN has been introduced and replaced Visual Rules. The simplicity of DMN speeds up decision management.
- A BPM-Community has been set-up. It consists of a blog, in-house trainings and a community day.
- Reference process established that demonstrates features and is used to ensure the quality of the platform.
- More processes and –instances need more testing. How do we avoid increasing effort?
- Analysing of processes gets more important to improve process quality. How do we get a better reporting?



Several steps of testautomization reduce manual testeffort.



Low hanging fruits are cropped with Camunda Optimize



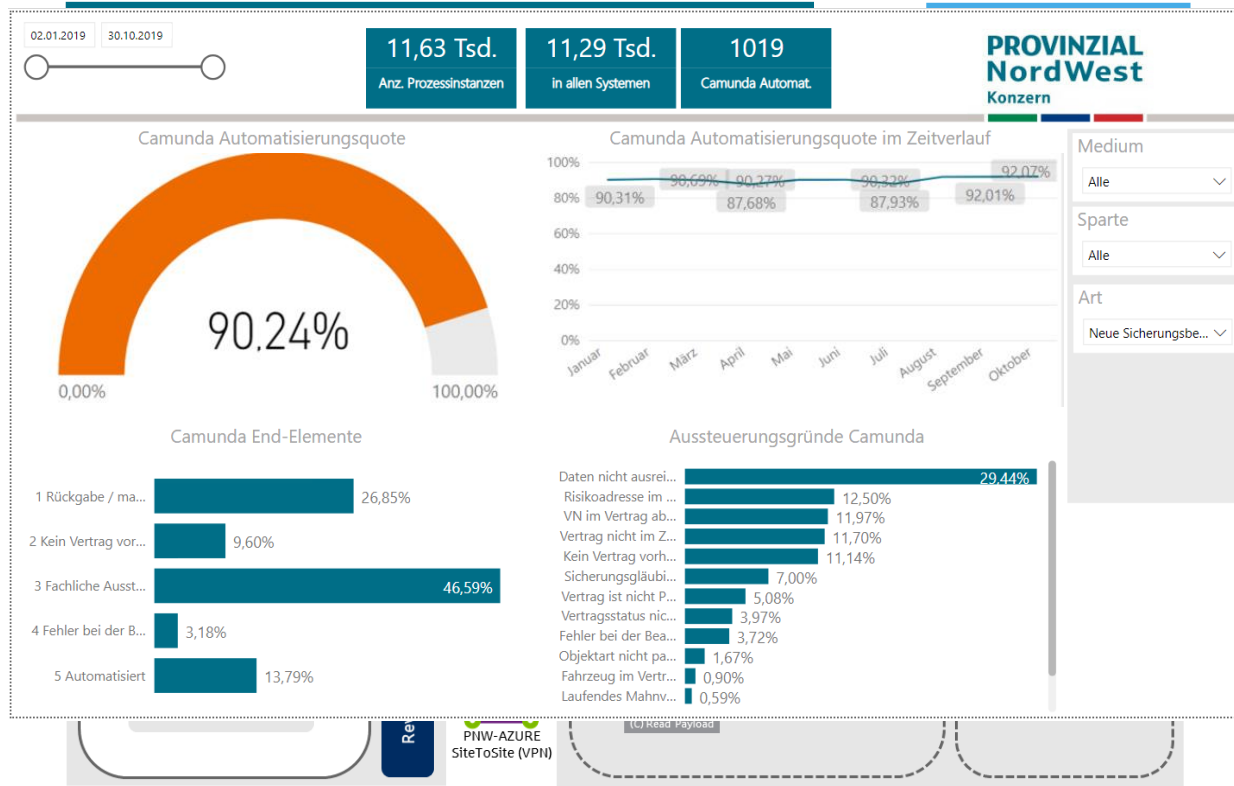
Optimize is used for

- explorative analysis based on the BPMN process model
- identifying KPIs that might be relevant for operational regulation and monitoring
- supporting regression and integration tests, to visualize testcoverage of the processmodel

A modern DWH with Power-BI in Microsoft Azure is our new standard for monitoring and process reporting

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Event-Producer



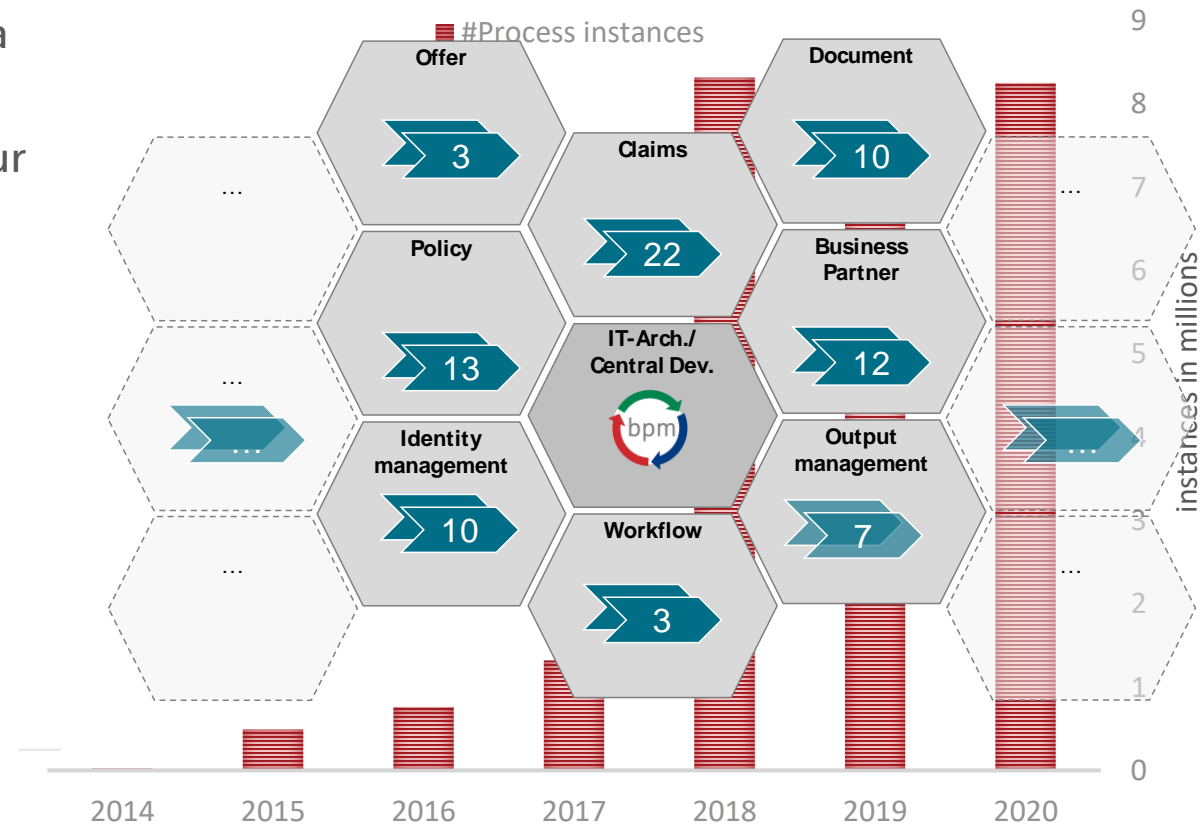
- Eventbased dataextraction with soft realtime updating of processdata
- Cloud based messages are consumed serverless by Azure Functions (FaaS) and on-premises
- Dataextraction is build on the Camunda-API instead of direct access to the Camunda-DB
- Central provisioning of standardized and self-service reporting
- Easy implementation of individual reports based on Power-BI-Templates

Milestone IV: Camunda is our standard technology for process automation and has been adopted through all business areas

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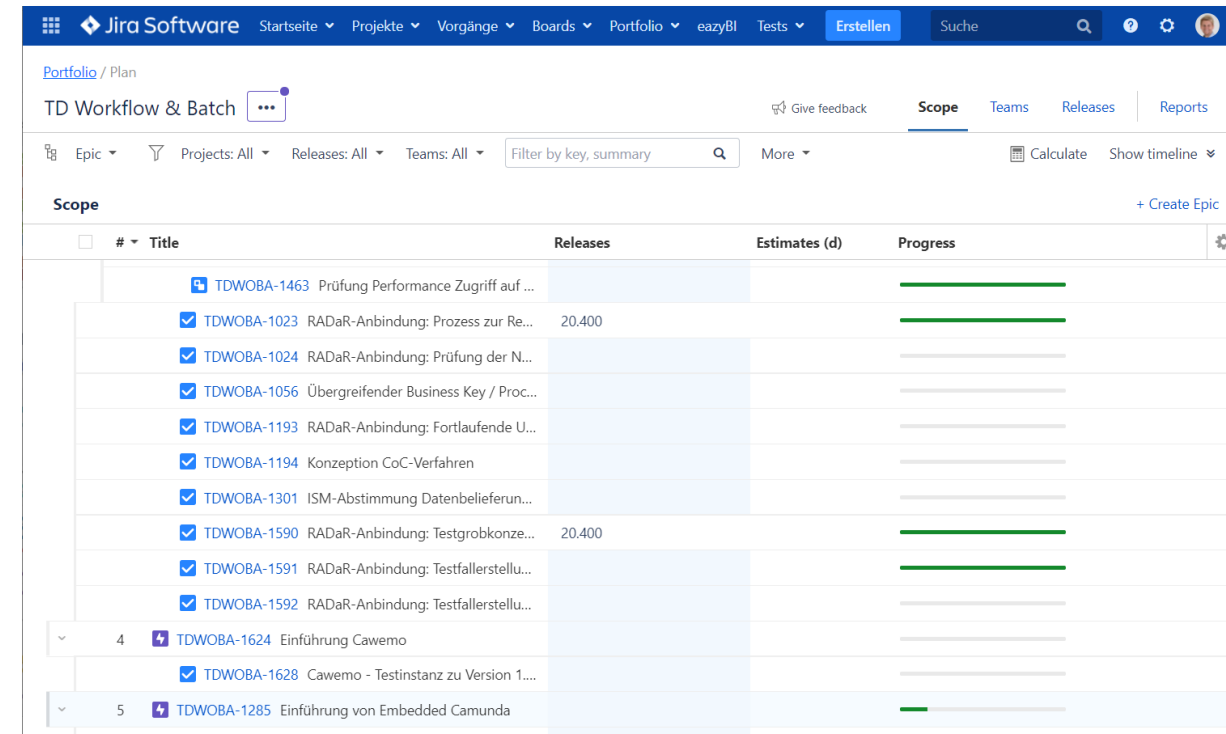
- The maturity of the framework and the platform is on a high professional level and broadly accepted
- Camunda has become a mandatory building block in our technology stack
- Process automation is highly demanded from our business and BPMN is now the new overall standard within the organisation for business process modeling
- Camunda is used for service orchestration. But how do we adopt the benefits within micro workflows as well?
- How do we enable a more dev-ops like approach for the development teams?



There are still a lot of improvements on our roadmap...

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- Introduction of the embedded camunda
WORK IN PROGRESS
- Introduction of standalone Camunda approach
WORK IN PROGRESS
- Establishing Cawemo as sucessor for Signavio
WORK IN PROGRESS
- Support for generic usertasks to reduce implementation effort for simple user tasks
WORK IN PROGRESS
- Finishing with our talk in time
DELAYED



The screenshot shows the Jira Software interface with a portfolio view. The top navigation bar includes 'Jira Software', 'Startseite', 'Projekte', 'Vorgänge', 'Boards', 'Portfolio', 'easyBI', 'Tests', 'Erstellen', and 'Suche'. The main header shows 'Portfolio / Plan' and 'TD Workflow & Batch'. Below this, there are filters for 'Epic', 'Projects: All', 'Releases: All', and 'Teams: All', along with a search bar and a 'Filter by key, summary' dropdown. The table below lists various work items with columns for '#', 'Title', 'Releases', 'Estimates (d)', and 'Progress'.

#	Title	Releases	Estimates (d)	Progress
	TDWOBA-1463 Prüfung Performance Zugriff auf ...			100%
	TDWOBA-1023 RADaR-Anbindung: Prozess zur Re...	20.400		100%
	TDWOBA-1024 RADaR-Anbindung: Prüfung der N...			0%
	TDWOBA-1056 Übergreifender Business Key / Proc...			0%
	TDWOBA-1193 RADaR-Anbindung: Fortlaufende U...			0%
	TDWOBA-1194 Konzeption CoC-Verfahren			0%
	TDWOBA-1301 ISM-Abstimmung Datenbelieferun...			0%
	TDWOBA-1590 RADaR-Anbindung: Testgrobkonze...	20.400		100%
	TDWOBA-1591 RADaR-Anbindung: Testfallerstellu...			100%
	TDWOBA-1592 RADaR-Anbindung: Testfallerstellu...			0%
4	TDWOBA-1624 Einführung Cawemo			0%
	TDWOBA-1628 Cawemo - Testinstanz zu Version 1...			0%
5	TDWOBA-1285 Einführung von Embedded Camunda			10%

Thanks for your Attention!

Any Questions?

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BBHT

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