

AWD[®] Case Study

AEGON USA, Inc.

Business Environment

AEGON USA, Inc. is a wholly-owned subsidiary of AEGON N.V., the third largest international insurance organization worldwide (by market capitalization). Based in the Netherlands, AEGON also ranks in the top 10 insurance groups (listed by assets). One of AEGON's characteristic strategies is its decentralized organization. Each unit manages its own business aspects—from how products are distributed and targeted to how the unit is identified. With five major country units and businesses in several other countries, AEGON employs more than 20,000 people.

AEGON USA is the "Americas" unit; along with the Netherlands and the UK, AEGON USA accounts for about 98 percent of the group's total earnings. AEGON USA companies offer life and health insurance and pension and savings products. Without the Automated Work Distributor™ (AWD[®]), AEGON USA's nine autonomous divisions faced not only manual, paper-intensive processing but also geographical limitations.

Solution

Before implementing AWD in 1996, AEGON USA experienced typical organizational challenges. "The business units needed to get to a paperless storage environment and have work flow functionality," Senior Business Systems Consultant Robin Mossbarger said. "We decided to look at implementing work flow strategically and at an enterprise-wide solution."

The backbone of AEGON USA's technology environment is an AS/400 server at its data center in Cedar Rapids, IA. AEGON USA's data center houses a single AWD server used to support all of the American divisions. Each division has its own production and beta region on the AS/400. The AWD/MIS[®] servers for all of the divisions are also located at the data center and are supported by data center personnel.

The divisions only have access to their own data. When work is scanned into a division's local system, it is automatically pulled into the centralized server, giving that division immediate access to the newly processed knowledge.

Fast FAQs

Challenge

A decentralized organization with autonomous units and divisions needs paperless storage and workflow functionality.

Solution

AWD[®]

Benefits

- Priority-based processing
- Instant access to customer history information
- Instant access to productivity and quality statistics
- Increased productivity
- Enhanced service level

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(AWD) has improved the level of service we are able to provide our distributors and clients."

Selita Jansen, AEGON USA, Inc.



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AWD can easily integrate with existing technology. Each division has its AWD system configured to meet its specific needs. For example, several divisions have interfaces to their mainframe insurance packages.

Other divisions use AWD/RIP® to bring in medical reports and forms from other systems. AEGON USA uses AWD's base products and each incremental product to provide more value and benefit to the whole solution.

Results

"The use of AWD has allowed an increased level of customer service," Mossbarger said. "It has also allowed us to process more work without adding additional people."

AWD/MIS has enabled AEGON USA to gather statistics on productivity and quality. Before AWD, this took hours, or even days, to calculate. Today, these numbers are available at the click of a mouse. In addition, AWD/MIS has enabled AEGON USA to set goals and standards for processing areas and to identify areas on which to focus training efforts.

According to division AWD Administrator Selita Jansen, the AWD system has also helped to make the routing of requests between departments more efficient. "Many work flows involve interaction between departments prior to completion," Jansen said. "Pre-AWD, it was necessary to have clerical employees walk files back and forth between the different areas. Now, we use AWD to route the work to personal queues. These requests are prioritized through AWD to ensure they are processed according to predefined guidelines."

AEGON USA and its divisions have profited from AWD's automated work flow, paperless processing, and immediate access to knowledge. Jansen summed up the AWD benefits: "The advantage that stands out above all is the ability to answer client inquiries without having to call them back or transfer them from department to department. This has improved the level of service we are able to provide our distributors and clients."

To learn how AWD can enhance your operations, contact us at (888) DST-INFO, or visit our Web site at www.dstsystems.com.