



CASE STUDY: BUSINESS PROCESS MODELING

Workers' Compensation Business Process Documentation

"Thanks again for all your efforts on this project; our expectations were met and exceeded in all cases." - Business Services Supervisor

CLIENT

State workers compensation insurance fund offering workers compensation insurance to over 25,000 employers.

CHALLENGE

The client did not have documented current state processes, clearly articulated future state objectives and therefore lacked the necessary prerequisites for a major new system implementation.

RESULTS

- Current state process maps were developed in a time frame significantly faster than initially anticipated by the State. Major Oak completed the process mapping within a 10 week time frame, while other vendors proposed a 20 to 30 week time frame.
- Future state process maps were created enabling a vision for near term and long term system upgrades
- 100 opportunities for improvement were identified and categorized in terms of impact and timeline

Major Oak Consulting, a Verint Company
65 South Street, 2nd floor
New Providence, NJ 07974

908-771-5500
866-747-2738 fax

info@majoroakconsulting.com
www.majoroakconsulting.com

Background

As a result of a rapidly growing economy, this state run workers compensation provider was finding it challenging to meet the demand for workers compensation insurance policy underwriting and claims administration. The State was considering implementing a new system, which would augment their current capabilities and enable the organization to improve efficiency and increase capacity at current staffing levels. In preparation for the new system development, the State wanted to document their current underwriting and claims processes. This documentation could be used in a subsequent request for proposal for new system development.

Project Details

Major Oak documented current state processes for the workers compensation organization, focusing on underwriting and claims related activities. The initial efforts centered on 11 in-depth interviews with the organization's senior management in order to understand the broad set of processes and activities to be documented. Major Oak led over 40 process mapping sessions with business leaders and process experts. All processes were meticulously documented including key volume drivers as well as performance and process related improvement opportunities. Once current state process maps were finalized, Major Oak led the teams in a future state process mapping exercise. The future state visioning sessions enabled the team to brainstorm ideas and improvements for the new processes. The teams envisioned their future system capabilities which in turn, drove the design of the future state processes. 100 improvement projects were identified in and documented in the future state maps.

The Major Oak Difference

Major Oak exceeded client expectations, setting an aggressive time schedule and delivered on project objectives in 10 weeks. Our proprietary process mapping methodology provided the client with detailed documentation of their processes and identified a number of significant improvement opportunities. As a result, the client decided to work with Major Oak in a number of subsequent projects in order to achieve the process improvements identified. Major Oak's passion for process improvement and our collaborative approach provided the client with a vision of process excellence and clear understanding of the tactical steps needed to achieve it.