

CASE STUDY

Tokio Marine Europe Insurance Ltd

ORGANISATION

Tokio Marine and Fire Insurance Company Limited are Japan's oldest and largest property, casualty and marine insurer, recognised as a worldwide leader in commercial insurance, offering a long history of financial stability and excellent security rating.



ASSIGNMENT

Process Creation and Visualisation

SERVICE TYPE

Business Process Design

BUSINESS ISSUE

One of their key business areas had a requirement to understand and visualise the processes involved in entering key data into their core application. They subsequently created a large word document that covered the main tasks, but they needed to put it into a graphical format and hence chose QMAP.

SOLUTION

Taking this document TMEI worked with QMAP to quickly produce a 'skeleton' process map and converted it using the software to a HTML format to demonstrate to the business unit what could be achieved; this was all completed within 2 days. The business unit were so impressed with the speed, ease of use, and capability of QMAP that the company purchased the software. QMAP is now being used to graphically map their entire business and support processes across all departments. A very useful feature is the ability to attach documents, spreadsheets and also applications from within QMAP.

CLIENT BENEFITS

Key benefits for the client included:

- Visibility, appreciation and improvement of the business & support procedures achieved through process development and process optimisation.
- Enhanced accessibility and communication of the business & support procedures leading to a reduction in cost and an overall increase in efficiency.
- It is also providing additional benefit as a training tool by enabling new staff to become familiar with their departmental processes and how they fit in with the overall business.

CONTACT

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