

Transforming Legacy Workflows at The Norfolk & Dedham Group® Insurance with Camunda Process Orchestration and Automation



Key Benefits

- Replacing outdated systems
- Tightly coupled legacy architecture
- Multiple manual processes
- Need for modernization
- Faster time to market
- Reduced downtime
- Improved customer satisfaction
- Data-driven decision-making

Camunda Product

- Camunda Platform
- Camunda 7
- Camunda 8
- Optimize

The Norfolk & Dedham Group® Insurance journey in addressing the limitations of their legacy workflow tools and future-proofing the enterprise

Norfolk & Dedham Group® Insurance, a prestigious organization with a 200-year history, embarked on a significant overhaul of its claims solution to replace its outdated legacy workflow system with Camunda. This enabled the company to improve efficiency, benefit from substantial cost savings, and increase customer satisfaction.

The challenge

The Norfolk & Dedham Group® Insurance faced several bottlenecks to efficiency with their legacy workflow system:

- **Outdated systems:** The previous workflow tool, implemented around 2004, became obsolete, lacked an upgrade path, and posed potential security and compliance risks.
- **Tightly coupled architecture:** The legacy system's tightly integrated components hindered flexibility and scalability.
- **Manual processes:** The existing workflows required significant manual intervention, leading to inefficiencies and potential customer delays.
- **Need for modernization:** The company required a robust, API-driven, and decoupled process orchestration engine to modernize its claims operations, underwriting, and customer support and incorporate emerging technologies (like artificial intelligence) in the future.

The solution

After evaluating various vendors and running POCs, Camunda emerged as the most mature, scalable, and flexible solution. The strategic decision to implement a microservices architecture facilitated seamless interactions and future-proofed the system.

"We built customized components and deployed them quickly. The benefits we are witnessing from these are substantial. The Optimize analytics are astounding, providing daily insights that have led to strategic and tactical decisions."

– Shashi Ayachitam, IT Director, The Norfolk & Dedham Group® Insurance.

The Norfolk & Dedham Group® Insurance chose Camunda as their process orchestration solution for its modern, robust, and flexible capabilities:

- **Microservices architecture:** Camunda's microservices-based design allowed for a decoupled architecture, enabling independent development and deployment.
- **API-driven integration:** Camunda facilitated seamless integration with internal systems and third-party services through API-based interactions.
- **Custom components:** They developed customized components within Camunda for tailored functionality, such as user management roles.
- **Tech-stack:** Camunda's tech stack integrated seamlessly with The Norfolk & Dedham Group®'s Oracle database and on-prem infrastructure.

The results

“Camunda’s scalability addressed our company’s growth as we extended into multiple states, ensuring we are well-equipped for future expansions.”

– Shashi Ayachitam, IT Director, The Norfolk & Dedham Group® Insurance.

The implementation of Camunda yielded immediate and significant results:

- **Reduced processing time:** The time taken to process claims was reduced by **35%**.
- **Cost savings:** Costs per claim were lowered by **30%**.
- **Scalability:** The solution's scalability addressed the company's growth as it expanded into multiple new business areas.
- **Strategic resource allocation:** Leveraging Optimize reports, the company has dynamically adjusted claims adjuster tasks and priorities.
- **Enriched data analytics:** The platform's data analytics capabilities have enabled smart decision-making, enhancing customer experiences and business operations.

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The business benefits

“We’ve cut down 35% of the time in processing the claims and reduced 30% cost per claim since we went live with Camunda.”

– Shashi Ayachitam, IT Director, The Norfolk & Dedham Group® Insurance.

The benefits of adopting Camunda extend across various aspects of the business:

- **Improved customer satisfaction:** Streamlined processes led to quicker resolutions, directly enhancing the customer experience.
- **Data-driven decision making:** Operate analytics provided actionable insights, enabling strategic resource allocation and business improvements.
- **Reduced downtime:** Deployment times for production changes decreased significantly from a week to an hour, enhancing IT efficiency.
- **Strategic partnership:** Collaboration with Camunda ensured a successful migration and ongoing support.
- **Future-proofing:** The new system is flexible enough to incorporate AI and further automation, ensuring long-term viability and adaptability.

The future roadmap and expansion

The benefits of adopting Camunda extend across various aspects of the business, and The Norfolk and Dedham Group® Insurance plans on a continued relationship with Camunda for many years to come:

- **Underwriting and customer support:** Plans to extend Camunda's functionalities to these domains and internal budgets are in place for the year to come.
- **Artificial Intelligence (AI) integration:** The company is exploring AI potential with Camunda, aiming to automate further and optimize processes.

The Norfolk & Dedham Group® Insurance's strategic decision to adopt Camunda has revolutionized their process orchestration, overcoming the limitations of their legacy system and leading to significant ROI. This transformation has resolved their immediate operational challenges and set a precedent for other companies grappling with similar issues. With Camunda, The Norfolk & Dedham Group® Insurance is now well-equipped to face the future of insurance operations with enhanced confidence, agility, and a strong position for embracing technological advancements and achieving sustained business growth.

The Norfolk and Dedham Group® Insurance

At N&D, we have been covering local homeowners, drivers, and businesses with personalized insurance policies since 1825. As a locally grown insurance company, we know the region, know the risks, and know the right coverage. Our clients rely on the stability of our financially secure mutual insurance companies while benefiting from local employees and agents providing the highest level of personal service.

Camunda

Camunda enables organizations to orchestrate and automate processes across people, systems, and devices to continuously overcome complexity, increase efficiency, and fully operationalize AI. Built for business and IT, Camunda's leading orchestration and automation platform executes any process at the required speed and scale to remain competitive without compromising security, governance, or innovation. Over 700 companies across all industries, including Atlassian, ING, and Vodafone, trust Camunda with the design, orchestration, automation, and improvement of their business-critical processes to accelerate digital transformation.

Some of the world's leading banks and financial service providers, such as NatWest, Goldman Sachs, Santander, and ING, drive lasting value with Camunda's end-to-end process orchestration solution. According to a new [Forrester TEI report](#), Camunda customers experience a reported savings of \$15 million in process quality improvements and over 20,000 hours of development time.