GVB: Optimizing Business Processes and Improving Customer Service with the SAP NetWeaver® BPM Component

Insuring over 400,000 buildings in the canton of Bern, Gebäudeversicherung Bern (GVB) is dedicated to providing customers with complete and comprehensive insurance coverage and attention. This means constantly developing new products and services to meet market demands and continually working to improve the quality and speed of customer query response.

With the SAP NetWeaver® Business Process Management (SAP NetWeaver BPM) component, GVB is able to optimize and restructure business processes to increase efficiency and transparency, reduce costs, and improve service for its customers. This is why, when it comes to protecting their houses, the people in and around Bern trust GVB.

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NOVO BUSINESS CONSULTANTS

GVB Gebäudeversicherung Bern

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Executive overview

Company
Gebäudeversicherung Bern (GVB)

Headquarters
Bern, Switzerland

Industry
Insurance

Products and Services
Buildings insurance

Employees
300

Web Site
www.gvb.ch

Partner
Novo Business Consultants AG
www.novo-bc.ch

BUSINESS TRANSFORMATION

The company's top objectives

- Reduce process time and costs by optimizing and revamping core business processes such as claims settlement and building appraisal
- Simplify IT infrastructure and reduce costs in part by replacing the workflow platform based on IBM WebSphere software

The resolution

- Implemented the SAP NetWeaver® Business Process Management (SAP NetWeaver BPM) component to support core processes for insurance and fire protection used up to 50,000 times per year by 300 employees
- Integrated with the SAP® ERP application and with the Primary Insurance Application from MSG Systems
- Enabled process reporting with the SAP NetWeaver Business Warehouse application
- Collaborated well with Novo Business Consultants on the implementation

The key benefits

- Reduced operational costs for IT infrastructure
- Accelerated process cycle times
- Improved process transparency and customer service

"Thanks to SAP NetWeaver BPM, GVB is now able to improve process management, increase efficiency potential, and lower the overall cost of doing business. And this is helping us serve our customers better."

Thomas von Gunten, CIO, Gebäudeversicherung Bern (GVB)

TOP BENEFITS ACHIEVED

40%
Reduction in overall operating costs by simplifying IT infrastructure

30%-50%
Faster process cycle times

30x
Greater report-generation capacity (from monthly to daily)

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