

Customer Success Story – Financial Services

Glacier Financial Services



Overview

Glacier, a full subsidiary of Sanlam Group, is based in Cape Town, South Africa. The company was historically an investment service provider but was re-launched in August 2006 to spearhead Sanlam's broader expansion into the local affluent market. Its aim is to assist affluent individuals to create and preserve their wealth.

Challenge

Glacier delivers a variety of financial products for the South African affluent market on behalf of Sanlam, a leading financial services group and one of the top two insurance companies in South Africa. When Glacier was established, it introduced a broader financial solution set that was customized to meet the needs of its target market. Its financial solutions are designed to assist these clients in creating and preserving their wealth throughout their lifetime, while simplifying their financial affairs. The solutions provide flexibility, accessibility and convenience, as well as customization to meet individual needs.

During this time, Glacier realized that its current systems could not provide the kind of flexibility it needed to grow the business and better serve its clients. The company wanted a solution that could be used securely with external parties while also giving the company the ability to automate and manage internal processes from end to end.

After a thorough review and a detailed analysis of the process design, Glacier found that Metastorm was more than capable to deliver what was needed to meet its objectives and selected the Metastorm BPM® software as the foundation for enterprise process automation.

Solution

Metastorm BPM met all of the company's key requirements, including the ability to integrate with its existing systems both on the front and back end, and interfacing with internal processes, databases, and with third parties – providing the ability to extend its processes outside of the organization.

The company set out to build and deploy sophisticated solutions that enable them to serve their clients more effectively and be more efficient in its internal operations. Today, Glacier has successfully taken all existing client facing processes – from investments to change of client details – and automated them using Metastorm BPM.

Highlights

Processes Enabled:

- Content Receipt (indexing and routing of electronic faxes and emails)
- New Business – across all products
- Loans – Endowment Policies
- Withdrawals – across all products

Customer Benefits & Results:

- Streamlined and automated all client facing processes
- Helps ensure compliance with Service Level Agreements
- Provides centrally accessible client and process information
- Enabled Glacier to offer a wide variety of financial solutions while ensuring a high-quality customer experience

In addition, all new processes that come into play as the company expands have also now been automated using Metastorm including wills, trusts, and auto insurance. Glacier has also instituted Service Level Agreements (SLAs) and is using Metastorm BPM to help track and manage its processes to ensure compliance with these SLAs.

Results

Using Metastorm, Glacier has streamlined the way processes are deployed and now has all client facing processes automated and centrally accessible with the ability to implement new products and processes much easier. Metastorm provides Glacier with the functionality it needed to easily access data to manage and monitor all client activity and SLAs.

Glacier has endorsed the Metastorm software as a critical system for the organization and expects that it will continue to drive process efficiency to meet the company's goals and will allow them to build a strong network of integrated and well-managed business processes.

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