

SUCCESS STORY

HDI SIGORTA



USER
SATISFACTION
INCREASED



DIGITAL
IT



ERROR
PROBABILITY
DECREASED



FULLY
INTEGRATED
ITSM



EFFICIENCY

HDI Insurance completed its corporate formation in a short period of time and offers superior service and new products to its policyholders with its Central Anatolia, Marmara, Aegean, Southern Anatolia, Black Sea, Mediterranean, Istanbul Regional Directorates, Samsun Regional Directorates and specialized agencies.

International AG is part of Talanx AG, Germany's 3rd largest insurance group, which operates in 150 countries around the world. The headquarters of the group is located in Hannover, Germany. Talanx AG, which includes many brands, operates in approximately 150 countries around the world.



With the healthy management of the inventory in the company and the full integration of the ITSM application with Jira, the non-value-added workload on IT employees has been completely eliminated thanks to Autom Mate. At the same time, auditors can quickly access the data they need. End-users have started to be satisfied with the service they receive, as the agency portal integration facilitates claims management and follow-up. When we look at all these from a distance, HDI Insurance saved time by digitalizing with Autom Mate, taking a huge workload on IT. It has made a great contribution to employee satisfaction and business quality.



Ayşe Tuncel

IT Quality and Senior Process Manager

Inventory Management:

The user inventory ownership process is of great importance in terms of both regulations and the health of the inventory and the reliability of the inventory application. In order to comply with the inventory ownership clauses within the scope of the Information Security Management System (ISO27001), embezzlement transactions must be carried out in the processes of user start-up, departure, temporary or permanent inventory changes.

The company was trying to carry out embezzlement processes for ISO 27001 compliance and accurate tracking of the inventory system, but all of this process was on paper and followed by the IT department. The inventory system was not fully trusted due to some negligence and errors in the manual embezzlement process, and inventory counts revealed missing inventories or inventories mapped to the wrong user. The manual and lengthy manager signature process made it difficult for them to follow the approval process, and the process of tracking company inventory temporarily taken out of the company, which is a global obligation, created a serious workload.



How Autom Mate Solved It?

Autom Mate automatically forwarded the inventory request, temporary inventory request, off-site inventory removal or sign-in & sign-out forms kept on ServiceDesk Plus to the manager for approval. In addition, the approval process was carried out in a fully digital environment and when completed, a

form was automatically created containing inventory, approval dates, approvers and user information, and this form was directly related to the relevant record, ensuring that it was never lost. However, it can be printed out on paper and stored or used when desired.



End-to-End Integrated IT Processes with ITSM & Jira Integration

SDLC, or software development life cycle, is a software development process used to develop software products or to plan changes to an existing software. Thanks to this life cycle, the development of a software becomes more planned because the planning of the product to be written, detailed analysis, background or front-end designs, development of the product, acceptance tests, go-live processes are done in a plan, respectively and with feedback. After the go-live, the support for the product does not end and the product is continuously monitored with the maintenance step and the feedback of the end users is processed. Jira application is used in the company for SDLC process. End users were reporting error notifications through the ServiceDesk Plus application, which is an ITSM application, and this was causing interruptions in the Maintenance phase, which is one of the most important steps of SDLC, and during the daily workload, problems such as the end user's request opened in the ITSM software was not directed to Jira, the end user was not informed about the actions taken by Jira, or the end user was delayed. In order to prevent customer dissatisfaction due to these problems, IT personnel were manually transferring the requests opened to the ITSM software to Jira and manually transferring the actions taken by the software developers on the Jira side to the ITSM software and informing the user, which caused a serious workload and waste of time and resources on IT employees.



How Autom Mate solved it?

It was ensured that the error records (incident) opened in the ServiceDesk Plus application, which is an ITSM application, instantly open an issue record in the bug type under the relevant project on Jira. With the two-way integration of the two applications, when the user or technician takes an action in the ITSM application or when the software developer takes an action on the Jira side,

the related records are automatically updated. This integration also synchronized the additional files and visual content of ticket and issue records between the two applications, eliminating the entire manual process and providing significant efficiency.

Agency Portal Integration

Agencies were opening claims via e-mail to the F1 (ServiceDesk Plus) application used by HDI Insurance. They could not follow up the claims opened via mail and when different people in the same Agency wanted to follow up the claims opened by others, they could not follow up because they were opened via mail.



How Autom Mate Solved It?

HDI Insurance designed a platform where agents can log in and track their requests with Web Agency Portal. It was necessary to provide F1 (ServiceDesk Plus) integration with Web Agency Portal. By providing all integrations with ServiceDesk Plus, Autom

Mate was able to open records to the ServiceDesk Plus application in the Web Agency Portal, provide tracking and perform all conversations through the Portal.



Consequences of Recovery

Thanks to the full integration of both inventory ownership management and ITSM application with the Jira application in the company, the non-value-added workload on IT employees was completely eliminated, as well as enabling auditors to access the data they need faster during both global and local audits. With the end-to-end integration of manually tracked bug logs, the rate of resolution within the SLA period increased significantly.

In addition, thanks to the agency portal integration, confusion about the opened requests and their status was prevented. This has made end users more satisfied with the service they receive.

“Making Agents’ Work Easier, HDI Insurance Automated Its Processes with RPA”

“With Autom Mate, HDI Insurance Improved Its Processes by Building a Digital Bridge to Its Agents”

“HDI Insurance Increased Data Integrity and Service Quality of Its Agents with Autom Mate”

“With Autom Mate, HDI Insurance Communicates with Its Agents Quickly and Effectively”

“Autom Mate, Automating the Processes of Agents, Guided HDI Insurance in Increasing Service Quality”

“HDI Insurance Works with Its Agents in a Smart and Efficient Way with Autom Mate”



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