A profitable growth strategy must be underpinned by efficient and effective operations. Many organizations operate their middle-office via a multitude of underlying systems and tools that do not reflect the true business process, with much of the process performed manually in an uncontrolled manner. This problem is further exacerbated when an organization operates across multiple countries. How does a global organization gain transparency and standardization over its operations through reuse, while allowing the flexibility for country-specific or regulatory variation? How does it remain innovative and deliver to the evolving needs of the underwriter, management, sales and the agent/broker?

Speakers
- JASON LITTLE, HEAD OF ENTERPRISE ARCHITECTURE & IT STRATEGY, QBE
- JULIAN ANDERSON, HEAD OF PORTFOLIO MANAGEMENT FOR QBE AP, QBE

In this session you will learn
- How QBE has leveraged Pega to enhance customer service thereby increasing new business uptake and renewal retention
- About the practical insights and lessons learned from a multi-country business transformation and upgrade to Pega 7
- About the illustrative cost benefits and ROI from using rule-driven BPM to standardize middle-office underwriting operations
Coforge is a leading global IT solutions and services organization which believes that real transformation cannot be driven by thinking in technology terms alone. With a mission to “Transform at the Intersect” it aims to bring both deep domain and deep emerging technologies expertise to achieve real-world business impact. A focus on very select industries, a detailed understanding of the underlying processes of those industries and partnerships with leading platforms provides us a distinct vantage. We leverage AI, Cloud and Insight driven technologies, allied with our industry expertise, to transform client businesses into intelligent, high growth enterprises.

Learn more about Coforge at: www.coforge.com