



Suncorp

Output platform as a service for all stakeholders

Outputservice for internal and external stakeholders

Suncorp?

Suncorp is one of the largest financial services companies in Australia and New Zealand. With a portfolio of various financial brands, the group is the largest regional bank and the largest general insurer in Australia. Suncorp is a Top 25 ASX listed company with over \$95 billion

in assets. The company has more than 16.000 employees and more than nine million customers.

Many acquisitions

Through a series of strategic acquisitions, the portfolio of Suncorp contains a several dozen financial

brands. Each of these brands had its own applications to create output. Each of these systems had its own capabilities and limitations, so there was no uniform output strategy.

Many brands and output applications through acquisitions in the past

Moreover, maintaining the more than 40 different applications (some self-developed, other purchased) was expensive and very time-consuming. The vision of Suncorp was to implement a single central platform that would deliver output services to all internal and external customers of Suncorp (read: all different brands and mail houses). This would entail huge time and cost savings.

All divisions on 1 central platform

Suncorp implemented its own shared service center that uses Scriptura Engage to generate all output to multiple channels. Scriptura Engage is also used to design and generate intelligent electronic forms. If not all customer data is available, these intelligent forms are used to retrieve missing data. It is important that the electronic forms behave fully dynamic: content and lay-out are adjusted automatically, depending on the data entered.

Strict legislation

The internal customers of Suncorp move in a market that is highly susceptible to changing regulations. This means that output templates must often be adjusted. Previously the IT was responsible for this, even for the smallest text change.

Thanks to the intuitive user interface of Scriptura Engage, users can easily make adjustments themselves. Moreover, the output processes have to meet with certain legal rules and Scriptura Engage ensures the output processes can be using the graphical Document Flow Designer.

Increased efficiency and cost savings

By using Scriptura Engage, Suncorp was able to save up to 50% efficiency in the creation and maintenance of templates. Their output from the back office productivity also increased with 50% and the process time for a single transaction decreased with 77%.

Challenge

- Over 40 output systems
- Multibranding
- Strict legislation
- Multichannel



Problem

- Integration mail house
- Change management
- Many stakeholders



Solution

- 1 central platform
- 360°-view communication
- Open standards
- Multi-tenant



More information?

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