



eBook

Insurance Quick Guide to Workload Automation & Orchestration

The Basics for Insurers Looking to Drive
Efficiency, Cut Costs, and Accelerate Innovation

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Looking to jumpstart your digital transformation efforts while more efficiently managing the business-critical operations that keep your insurance organization running? Use this quick guide to learn how workload automation & orchestration can support insurers' most urgent objectives, drive greater ROI, and unlock growth potential.



How Can WLA + Orchestration Help Insurance Companies?

3 Key Challenges Facing the Industry

Insurance companies face a growing number of pain points in today's world of evolving customer expectations and rapid digital transformation. They include:



1 Financial pressure and unsustainable workloads

In the wake of contracting underwriting profits due to [inflationary pressure](#), [unpredictable natural catastrophes](#) (NatCats), and [more costly claims](#), insurance IT departments are being asked to do more with less. This is leading to staff burnout, compounding an existing talent shortage that is slated to get far worse—[over 50% of the current insurance workforce will retire](#) in less than 15 years, leaving 400,000 positions vacant. For IT departments, this talent shortage translates to difficulty managing status quo operations, let alone new strategic initiatives.

2 Complex environments driven by modernization

Even as resources tighten, insurance companies are [investing heavily](#) in digital transformation—meaning IT environments are becoming increasingly complex, with tasks housed across multiple systems. While the rush toward digital transformation is accelerating the pace of change across the industry, ROI has been comparatively sluggish. Despite migrating a portion of workloads to the cloud, around [80% of insurance CIOs](#) report that they have not attained the benefits they sought through modernization, with complexity of the environment cited as a main culprit.

3 Siloed ops stunt efficiency and innovation

In many insurance companies, departments, functions, data, products, and business lines all exist in silos. This compounds the other challenges faced by insurers, and inevitably impacts the organization's ability to innovate, grow, and scale. Siloed systems don't speak to each other, severely limiting an organization's ability to extract data across the enterprise and creating the need for near-constant manual intervention in processes.





Workload Automation & Orchestration: The Comprehensive Solution

Workload automation & orchestration (WLA&O) can dismantle silos, eliminate manual tasks, simplify environments, and unlock the full value of modernization investments. With the right WLA&O solution, insurance companies can:

- » Automate batch processes, organizing jobs on both modern and legacy platforms into workflows with a dependency chain and event-driven conditions.
- » Integrate scripts of any language into end-to-end, cross-platform workflows and manage siloed technologies from a single, integrated platform.
- » Manage and orchestrate policy, billing, and claims data that's housed within disparate, complex, and aging systems across the organization, even moving extracted data to third-party applications and external vendors.
- » Ease the management burdens of role-based privileges and automatically log all activities for auditing purposes.
- » Schedule commission and third-party payments, eliminating errors and inefficiencies in payment processing.
- » Empower non-IT users to initiate complex processes through a simple, self-service interface.

As a result, insurance companies can improve claim processing efficiency, synchronize data for use across underwriting, policy, and other teams, minimize manual compliance tasks, and enable greater ROI from modernization investments.

What Is Workload Automation & Orchestration?

Workload automation (WLA) is a process. By definition, WLA is a software-enabled method of scheduling, initiating, and executing specific business processes.

WLA focuses on event-driven processing rather than the time-driven approach typical of batch processing.

On average, **70% of manual processes can be automated** during installation. Manual processing errors are reduced by over 90%.

For example, [Noridian Mutual Insurance Company](#) automated **800+ complex daily processes** previously handled by IT staff, cutting costs and eliminating a significant amount of human error.

With 1,300 employees, an insurance company of Noridian's size deploying comprehensive automation could **save more than \$375,000 per year**, translating to [ROI](#) that far exceeds the initial investment.





Beyond the Basics: Learn More About WLA + Orchestration

WLA&O enables insurers to address today's most pressing challenges and objectives while also leaving room for future growth.

To learn more about different solutions, features to look for in a workload automation and orchestration solution, and questions to ask before committing to a vendor, download the full [Workload Automation & Orchestration Buyer's Guide](#).