

CASE STUDY

UNLOCKING AGILITY IN INSURANCE OPERATIONS

A Top-15 North-American insurer running a mosaic of core platforms –Guidewire, Duck Creek, and SailPoint IGA–struggled to keep pace with constant M&A-driven growth. Manual, ticket-based IT provisioning averaged more than ten days, frequently missed SOX audit deadlines, and rippled downstream into policy-servicing delays.

Executive Summary

A 75-day rollout of mindzie connected Guidewire logs and ServiceNow tickets to create an end-to-end digital twin of IT Access Provisioning. Analytics turned reactive fire-fighting into proactive service delivery and laid the foundation to scale the platform enterprise-wide.

Key Outcomes

- 75 % faster cycle time –
11.4 days → 2.8 days
- Manual touches per request
↓ 70 % (6.3 → 1.9)
- SLA compliance 98 % (up from
61%)
- \$4.7M annual value (labor &
delay cost avoided)
- 40+ additional processes
onboarded in 24 months



Business Challenge

Fragmented tooling and four separate approval chains meant access requests ping-ponged between security, HR, managers and platform owners. Delays cascaded into slow agent licensing, late policy issuance and frustrated new hires.

Project Scope

mindzie ingested 15 months of data (ServiceNow sc_request, SailPoint auditEvents). Analyses focused on cycle time, re-work/loops, and handoff latency.

Key Analyses

- **Cycle Time** - Heat-mapping exposed a 42-hour stall at Manager Approval → Security Review. A one-click approval portal and auto-escalation reduced the step to 9 hours.
- **Re-work & Loops** - 8 % of requests were bounced back for missing entitlements, averaging 2.7 re-submissions. mindzie’s rules engine now pre-validates entitlements, cutting loops by 80 %.
- **Handoff Latency** - Cross-functional handoffs (HR → IT → Platform) accounted for 63 % of total cycle time. A parallel-approval redesign trimmed overall latency by 6.4 days.

OPERATIONAL HIGHLIGHTS

Metric	Impact
Cycle Time (Request → Ready)	2.8 days (↓ 75 %)
SLA Compliance	98 % of requests
Manual Touches	1.9 per request (↓ 70 %)
Re-work Loops	1.6 % of requests (↓ 80 %)
Audit Exceptions	-90 % YoY

“mindzie showed us exactly where provisioning bogged down—and then kept watch while we fixed it. Now every function wants their process in the cockpit.” – SVP, Enterprise Technology & Operations

40 mission-critical workflows

Building on the dramatic cycle-time, re-work, and SLA gains achieved in IT access provisioning, the insurer created an enterprise Center of Excellence that swiftly replicated the same mindzie playbook across the organization. Within twenty-four months, more than 40 mission-critical workflows were onboarded. By standardizing on mindzie, the company has transformed process excellence into a shared service, driving millions in additional savings while ensuring every business unit benefits from the same data-driven oversight.

Conclusion

This insurance success story shows how quickly mindzie’s process intelligence platform can convert raw ERP data into lasting operational excellence and bottom-line impact. If you’re ready to uncover hidden inefficiencies, hard-wire compliance, and drive similar ROI in your own processes, contact mindzie today:

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Let mindzie turn your process data into your next competitive advantage.