



Driving Enterprise Process Improvement at Athene with mindzie



**Policy
Administration**

**PROCESS
INTELLIGENCE**

2025

PRESENTED BY:
mindzie, inc.



High-volume Processes

Overview

Athene, a leading provider of retirement savings and annuity solutions, operates complex, high-volume processes across policy administration, annuity servicing, claims and benefits payouts, finance, and customer operations. These processes span multiple core platforms and supporting systems, creating limited visibility into true end-to-end execution. As Athene continued to scale its business, leadership identified growing variability in process performance, increased SLA risk at system handoffs, and challenges sustaining improvements across teams.

Objective

Athene set out to:

- Gain end-to-end visibility across annuity servicing, claims, and policy lifecycle processes that span multiple systems
- Improve SLA adherence and reduce cycle time variability
- Standardize execution across teams and regions
- Reduce re-work caused by inconsistent data and process deviations
- Establish continuous monitoring to sustain improvements and proactively manage operational risk

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> How they achieved it



Athene implemented mindzie's Process Intelligence platform to unify process visibility across its enterprise systems.

Multi-System Data Integration

mindzie ingested event data from Athene's core policy administration systems, annuity servicing platforms, claims and benefits processing systems, and supporting finance and document platforms. This created a single, process-centric view of how work actually flowed across systems.

Process Intelligence & Analysis

Athene used mindzie to perform deep process analyses across critical journeys, including:

- End-to-end cycle time analysis for annuity servicing and benefits payout processes
- SLA compliance analysis at key system handoffs and dependency points
- Re-work analysis to identify cases re-entering earlier stages
- Process conformance analysis to compare actual execution against intended standard paths

Continuous Monitoring & Proactive Alerts

mindzie was implemented as a continuous monitoring layer, automatically tracking live cases and triggering alerts when SLA thresholds were at risk, cycle times drifted, or process deviations emerged. Automated notifications enabled teams to intervene early and prevent downstream impact.



Results

By leveraging mindzie, Athene achieved measurable and sustained improvements across enterprise operations:

- **Re-work Reduced by 31% Through Targeted System Changes**

- Athene reduced re-work by addressing root causes identified through mindzie's re-work and conformance analysis:
 - Standardized data validation rules across policy administration and annuity servicing systems to prevent incomplete or inconsistent case progression
 - Aligned status codes and event triggers across systems to eliminate premature handoffs that caused cases to loop back
 - Introduced automated completeness checks at key processing milestones to ensure downstream steps were only triggered when prerequisite conditions were met

- **Productivity Increased: Volume per FTE Up 27%**

- Reduced re-work and improved process conformance enabled Athene to increase average case volume handled per employee from 420 cases per month to over 535 cases, without additional headcount.

- **\$5.1M in Annualized Savings**

- Operational efficiency gains delivered \$5.1M in annualized hard savings, including:
 - \$2.3M from avoided incremental staffing due to higher volume per FTE
 - \$1.6M from reduced exception handling and re-work
 - \$1.2M from avoided SLA penalties and downstream remediation costs



Conclusion

With mindzie, Athene moved from fragmented, system-centric views to true process intelligence across the enterprise. By combining multi-system visibility, advanced analytics, and continuous monitoring, Athene established a scalable foundation for operational excellence, SLA reliability, and risk reduction.

Process intelligence has become a core capability supporting Athene's growth, regulatory confidence, and consistent execution across critical retirement and annuity operations.

About mindzie

mindzie is a leading provider of operational intelligence solutions dedicated to helping organizations identify and resolve operational inefficiencies. With an emphasis on AI and proactive insights, mindzie enables organizations to centralize oversight, reduce costs, and elevate compliance issues. To learn more, visit mindzie.com.



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