



## Vienna Insurance Group – "Extraordinary Commissions" Project

In 2022, the Vienna Insurance Group (VIG) initiated a project to implement a new insurance core system. As part of this extensive program, they decided to use the Camunda tool as a platform for managing, overseeing, and monitoring processes. At the same time, they sought a partner capable of implementing the relevant process solutions using this tool.

To verify the capabilities of the chosen platform, a project was selected to create a new solution for processing extraordinary commissions at Česká podnikatelská pojišťovna a.s. Our company, Unicorn Systems a.s., was chosen as the implementation partner. We successfully completed the pilot project and deployed the new solution into operation. Based on the positive experiences with our professional and expert approach to its implementation, we were also entrusted with the implementation of the second phase, which involves expanding functionalities and deploying the solution in the second member insurance company of the VIG group - Kooperativa pojišťovna a.s.



## Success story

Before the implementation of the new solution, extraordinary commissions were processed through an application created in Lotus Notes, with some parts of the process lacking application support and being performed manually. The project's goal was to create a process-oriented application whose functionality would fully cover the entire processing of extraordinary commissions, from the inception of the claim to their payment. The solution also includes the management of the requests themselves, automated evaluation of the conditions for granting the commission, and a workflow for approving its payment.

In the subsequent phase, functionality was implemented to automate additional activities, open the application to external clients, provide broader approval workflow options (parallel approvals, reminders, etc.), and facilitate commission payments to employees through the HR system.

The output of both phases of implementation is an application that allows both member insurance companies of the VIG group to use a single solution, expands the processing options for commissions, and speeds up and streamlines the entire process by eliminating manual work, parallelizing workflows, opening it to external clients, and further automation.

The supply team from Unicorn Systems a.s., along with their subcontractor IBPM Solution s.r.o., provided the complete delivery of the implemented solution, which included defining business and technical specifications, development, application testing, and deployment into operation.

### Statement of the representative of Kooperativa pojišťovna, a.s.

We evaluate the implementation of both phases of the Extraordinary Commissions project as highly successful. Unicorn Systems a.s. created a functional and stable solution that fully met our expectations, with the implementation being associated with the deployment of a new platform into the complex infrastructure of both insurance companies within the largest insurance group in the Czech Republic. Although these companies addressed the same need and had similar expectations, they differed in various business and technical aspects.

A significant benefit for us was the opportunity to fully leverage the extensive experience of the supplier team members in implementing process-oriented solutions. We also appreciate their professional approach, reliability, and great willingness and flexibility both in creating and deploying the solution into operation.

Prague, April 29th 2024

Ing. Pavel Kraus  
Head of Backend Applications Department  
Kooperativa pojišťovna a.s., Vienna  
Insurance Group