

# Scaling Workflow Automation @ Provinzial

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Sales Regions with ~26m Inhabitants

Premium Volume ~7bn Euro

~5m Customers

~12k Employees in 5 Locations and 1,300 Agencies

about 1,000 People in the IT Department

”

*We unite business and IT and create solutions for our customers that they enjoy using and enable them to focus on complex and value-adding activities.*

*For this purpose, we carry out IT projects that we lead to success with our excellent professional, methodical and technical skills as well as our values, team spirit and passion.*



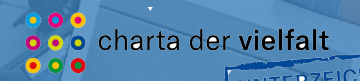
Founded  
2015



Employees  
36



Locations  
2



1

Market perspective on CoEs

2

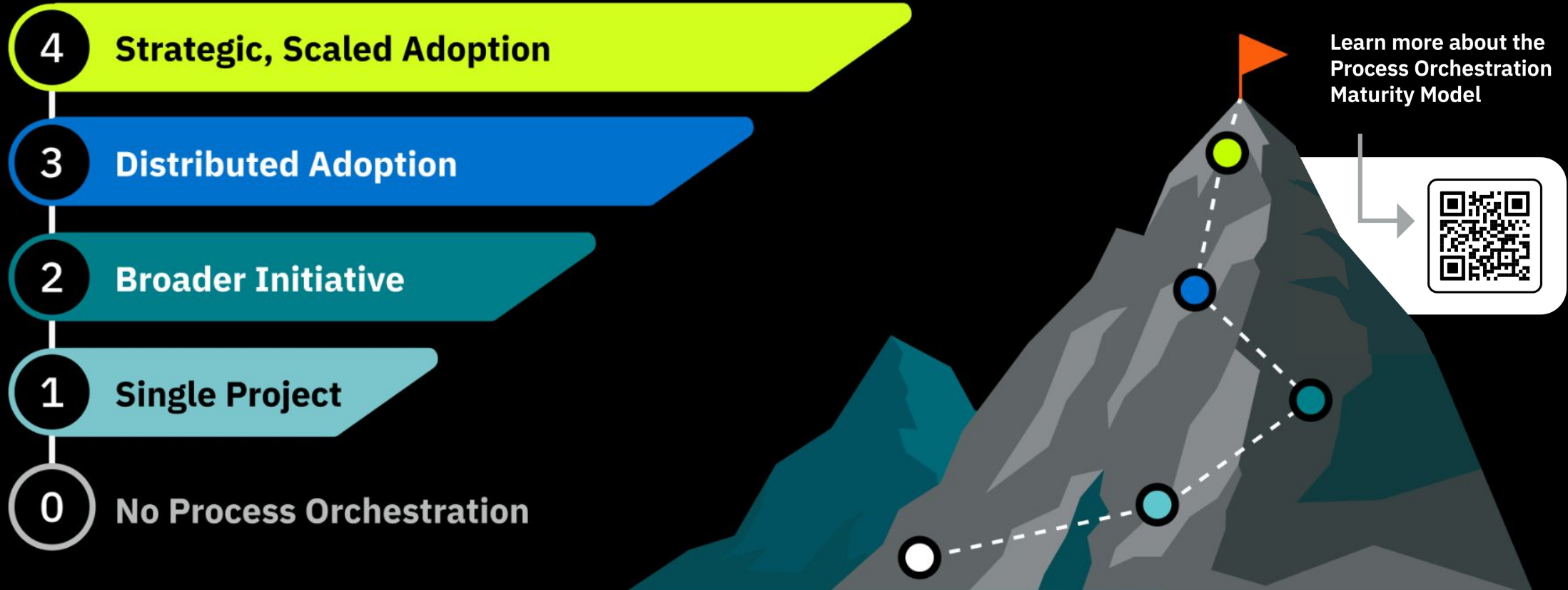
Provinzial journey

3

Outlook & Key Learnings

# Scaling Transformation with Camunda

Provide Camunda as a central platform to the organization



Vision



Motivation



Team Structure



Measurement



Technology





HOW TO SCALE:

**To CoE or not  
to CoE?**



# What is a CoE?

A **Center of Excellence (CoE)** for process orchestration...

→ is a **dedicated team** of **IT and BPMN-experts**

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→ that **enables a strategic, scaled adoption** of process orchestration

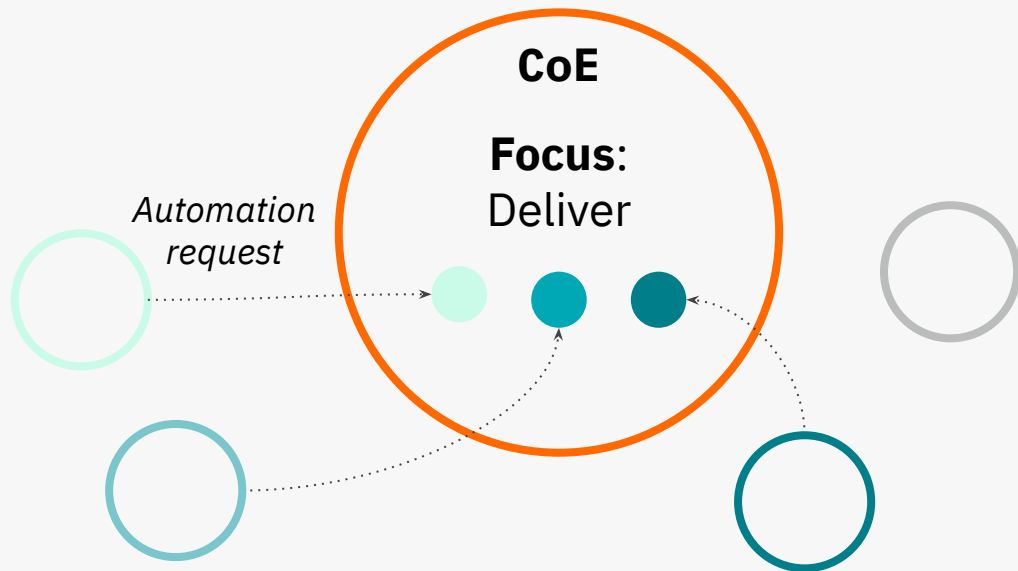
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→ resulting in increased **efficiency**, improved **customer experience** and **business agility**.

# CoE Models

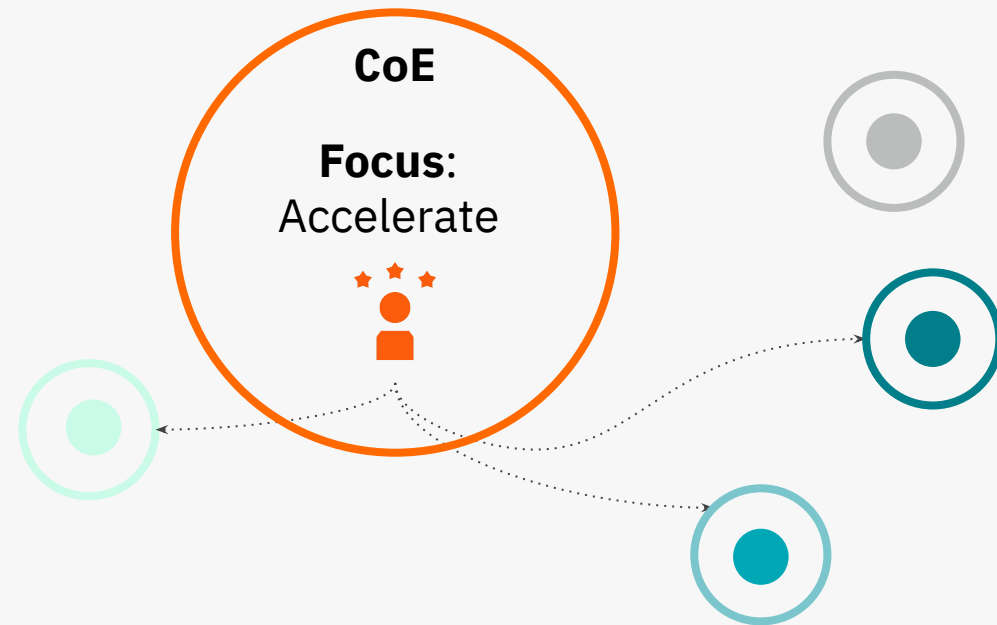
## Centralized

Implementing automation projects on behalf of business units throughout the organization



## Decentralized / Federated

Enable and accelerate federated delivery teams to execute process automation autonomously



Business Domains



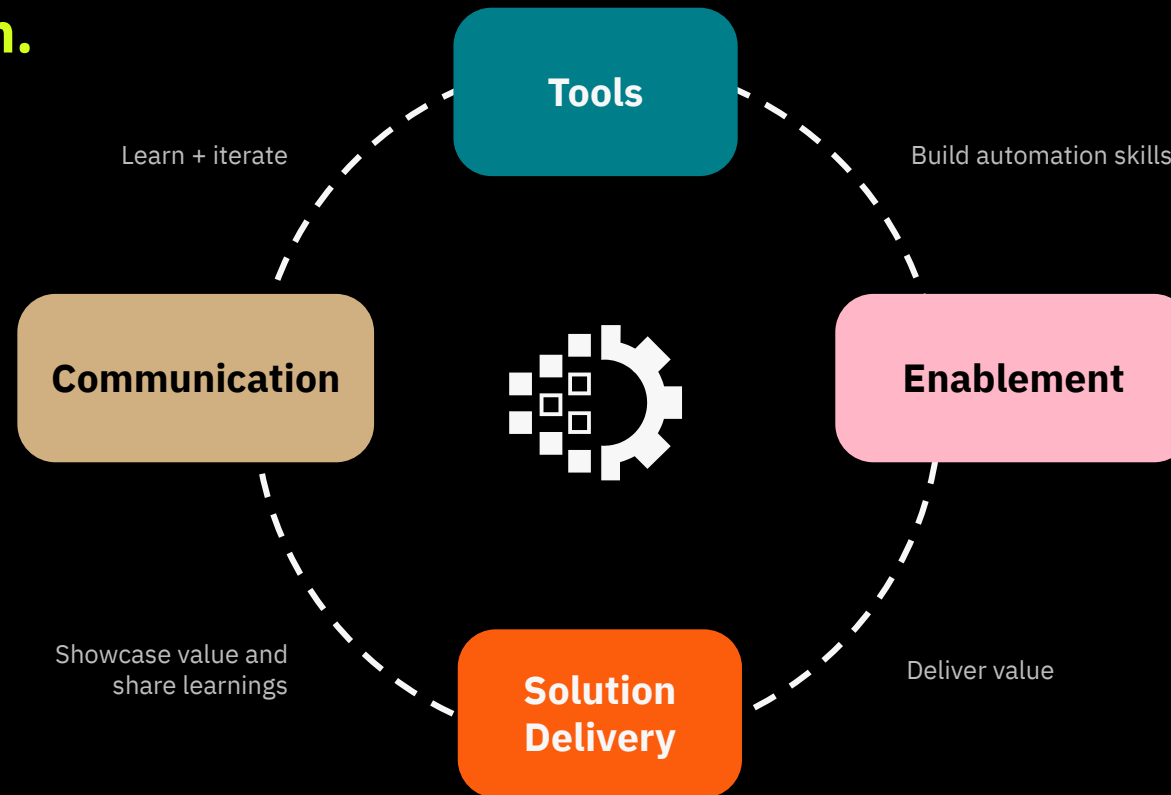
Automation projects



## Activities to transform your business through process orchestration.

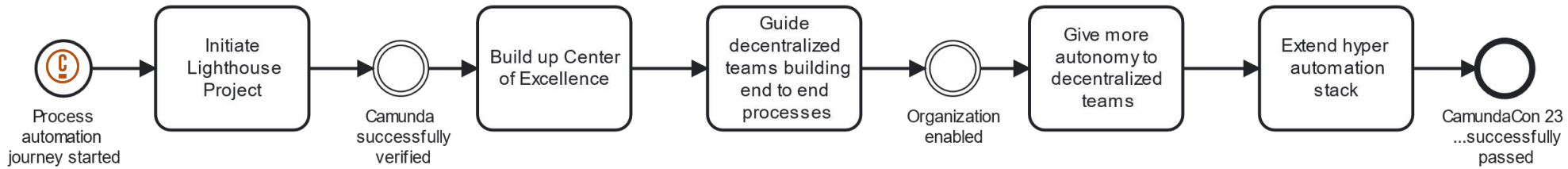
- Hyperautomation stack
- Centralized platform
- Standardization
- Accelerators
- Governance

- Horizontal and vertical visibility
- Community of practice
- Newsletter
- Blogs
- Internal events



- E-Learning
- Trainings
- Workshops
- Best practices
- Demand management

- Implement automation projects (centralized CoE)
- Consult and accelerate delivery teams (federated CoE)



2013 - The Vision



We will convert our IT from function-based applications to a process- and service-driven landscape that allows our business users to focus on value-creating tasks.



We enable our business to build customer-centric end-to-end processes, that fit our customers' needs and give them more transparency.



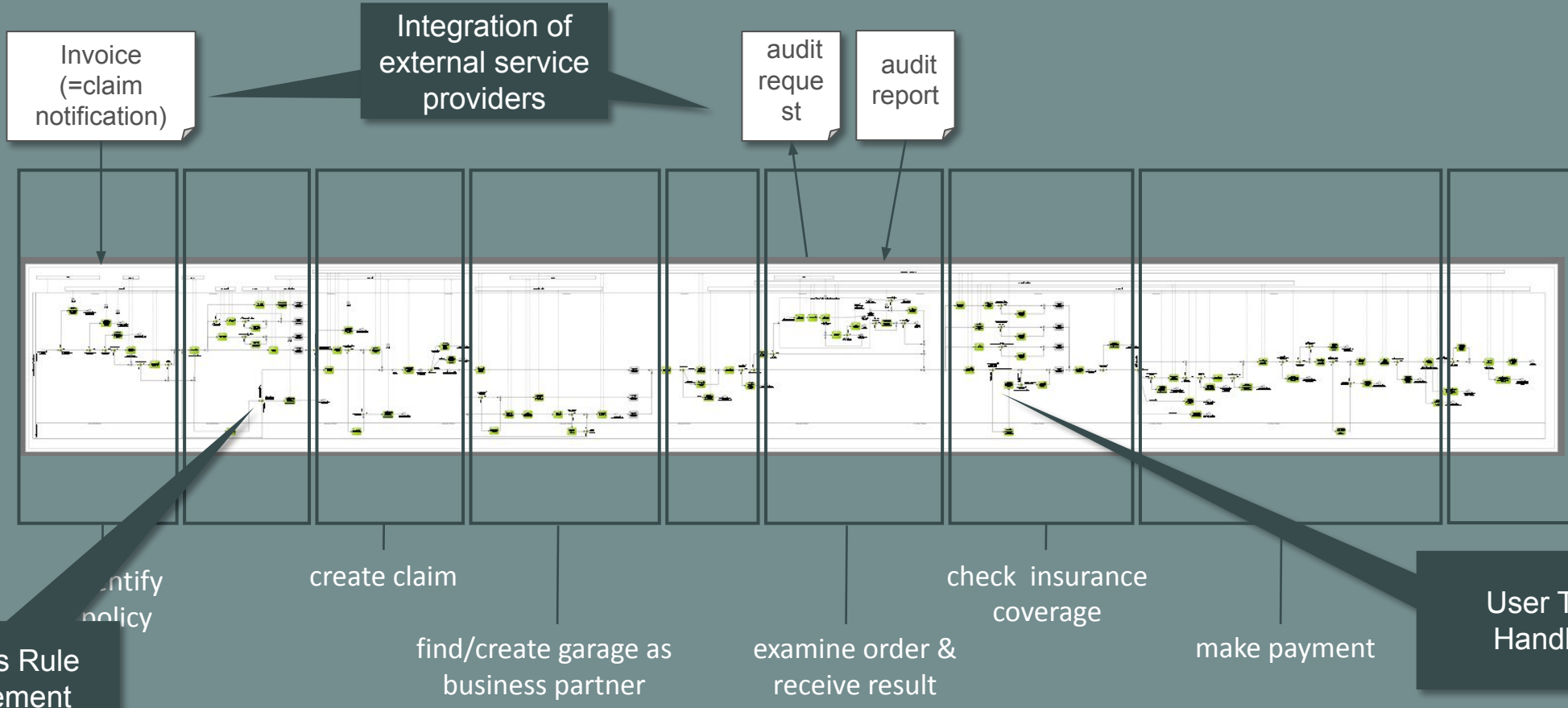
We build more flexible and configurable processes, allow more individual and custom-fit solutions and reduce our time-to-market.



We close the Business-IT gap, enhance agility and optimize our cooperation in cross-functional teams.



2013-2014 – The Lighthouse Project

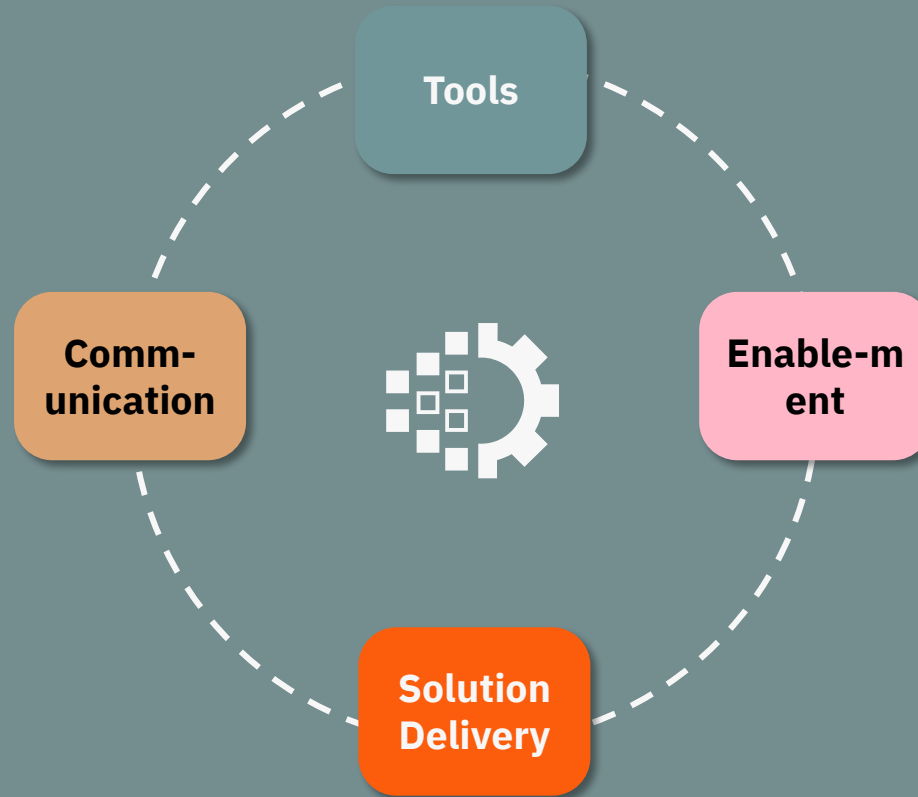


Business Rule Management

User Task Handling



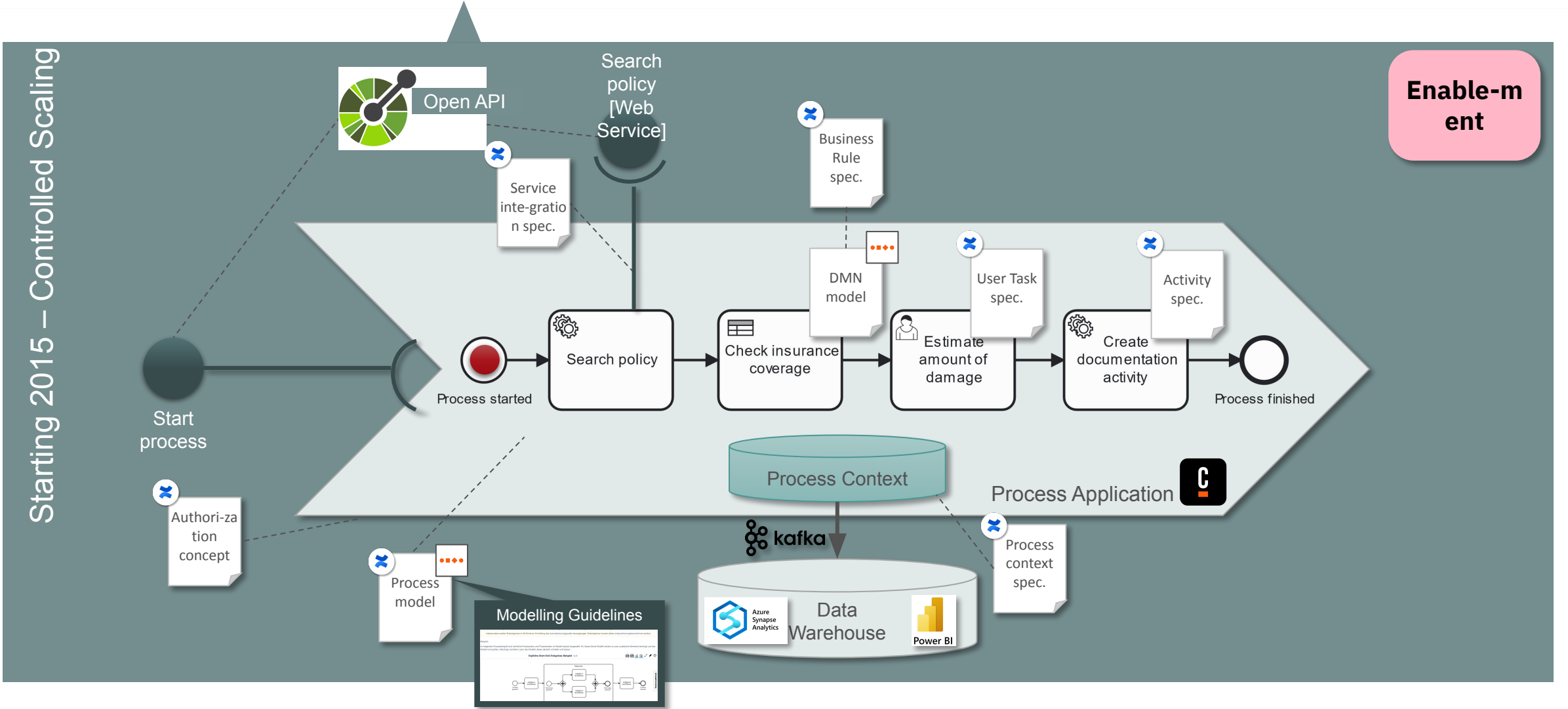
Starting 2015 – Controlled Scaling

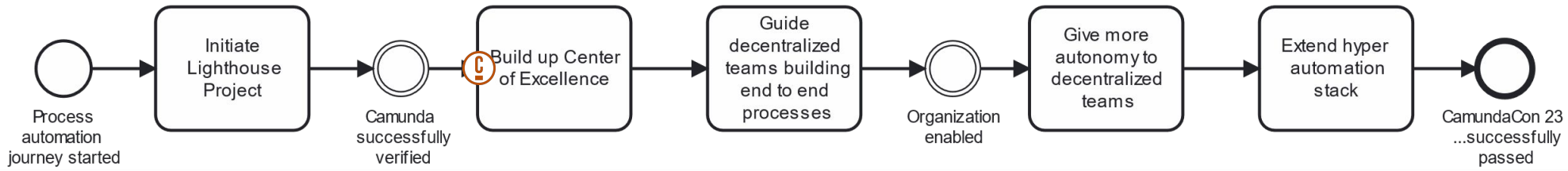




Starting 2015 – Controlled Scaling

Enablement





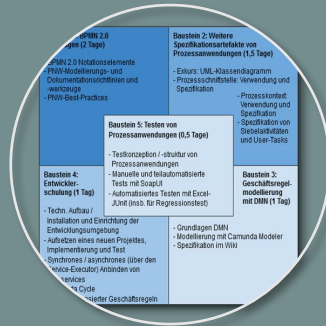
Starting 2015 – Controlled Scaling



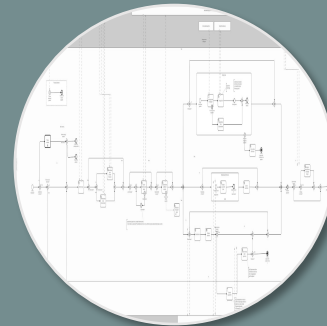
Blog



Community Days



Training Series

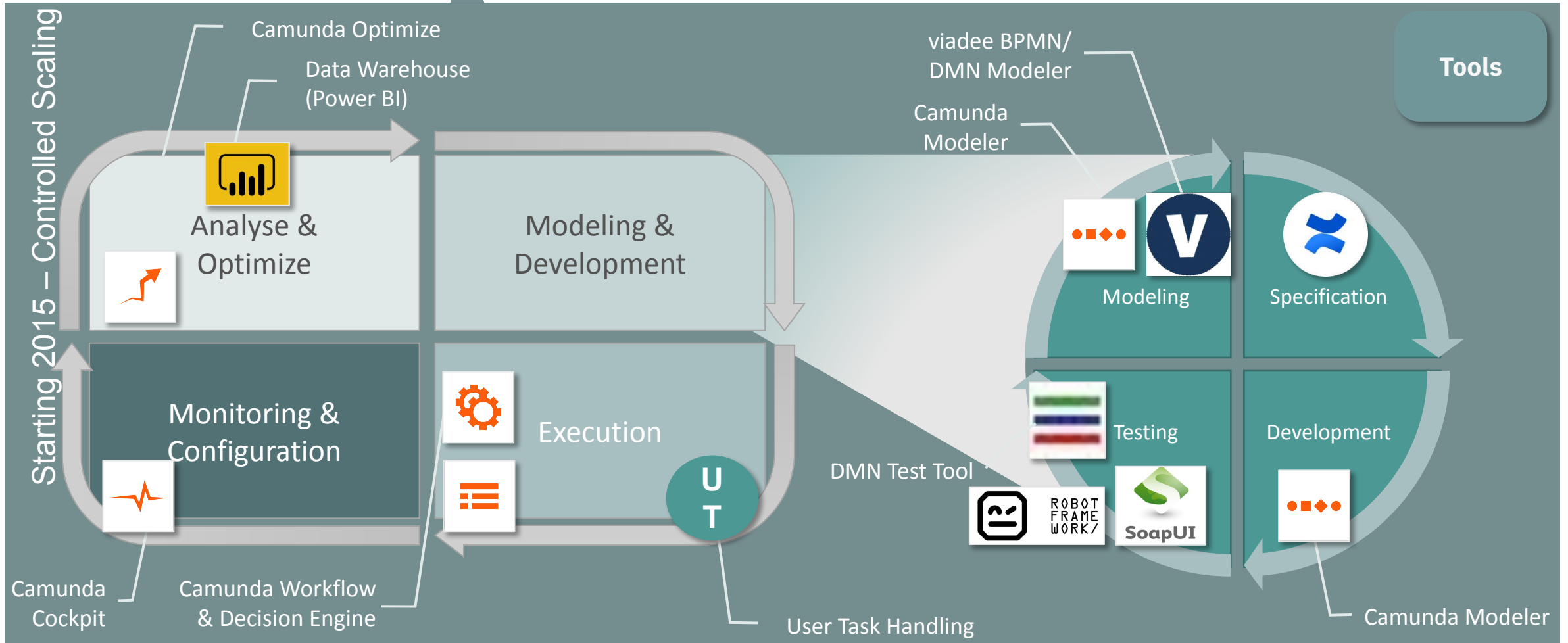
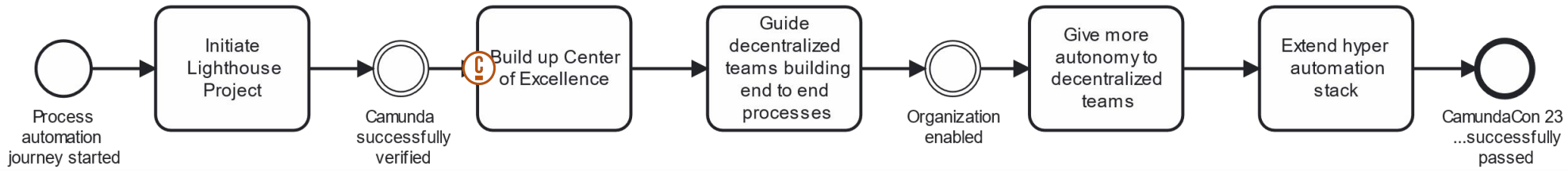


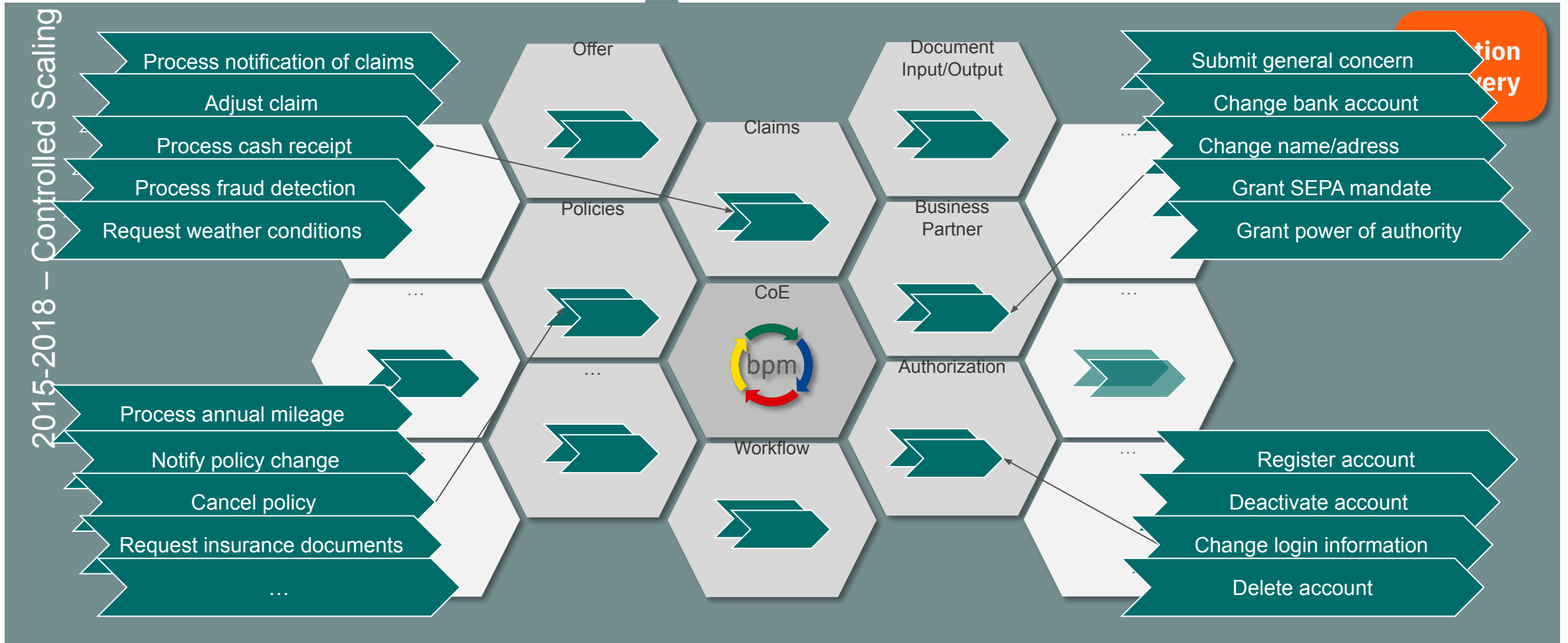
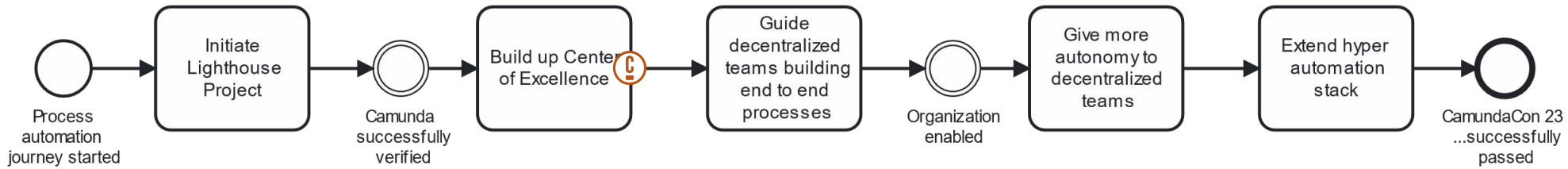
Reference Implementation

Enablement

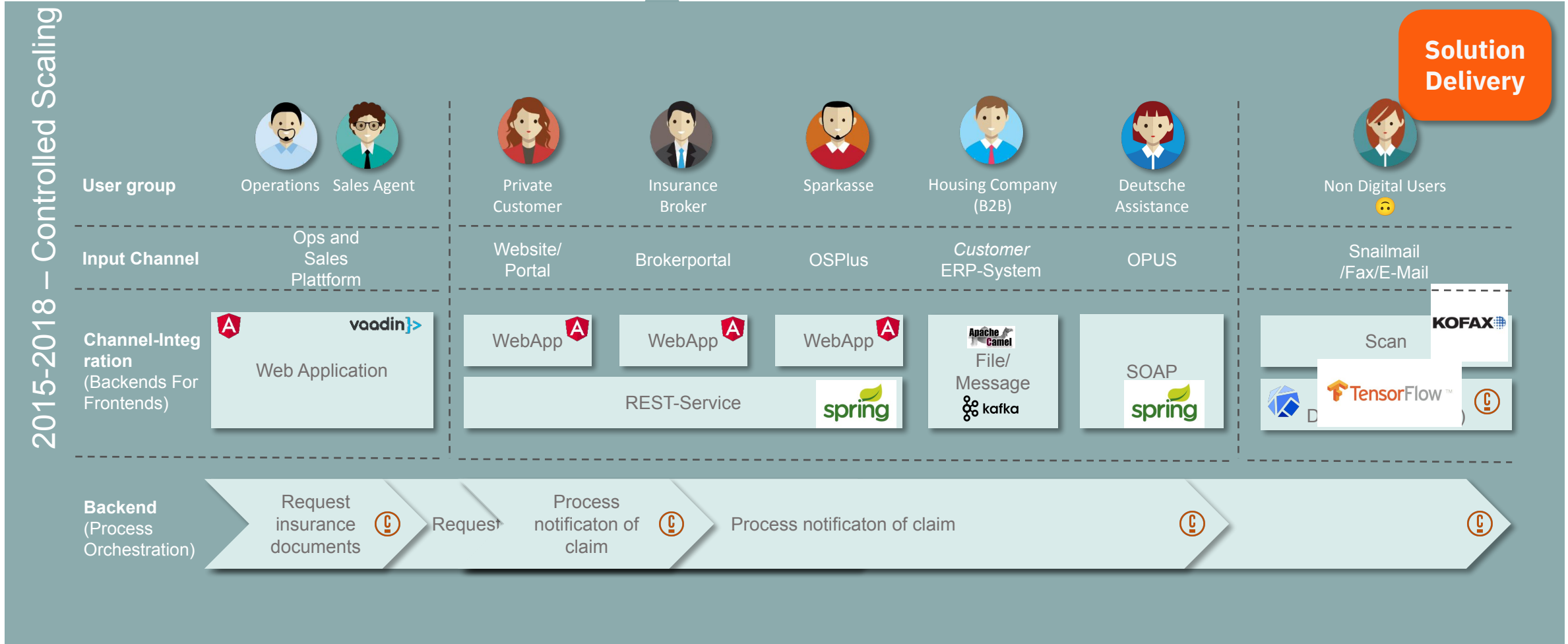
Communication

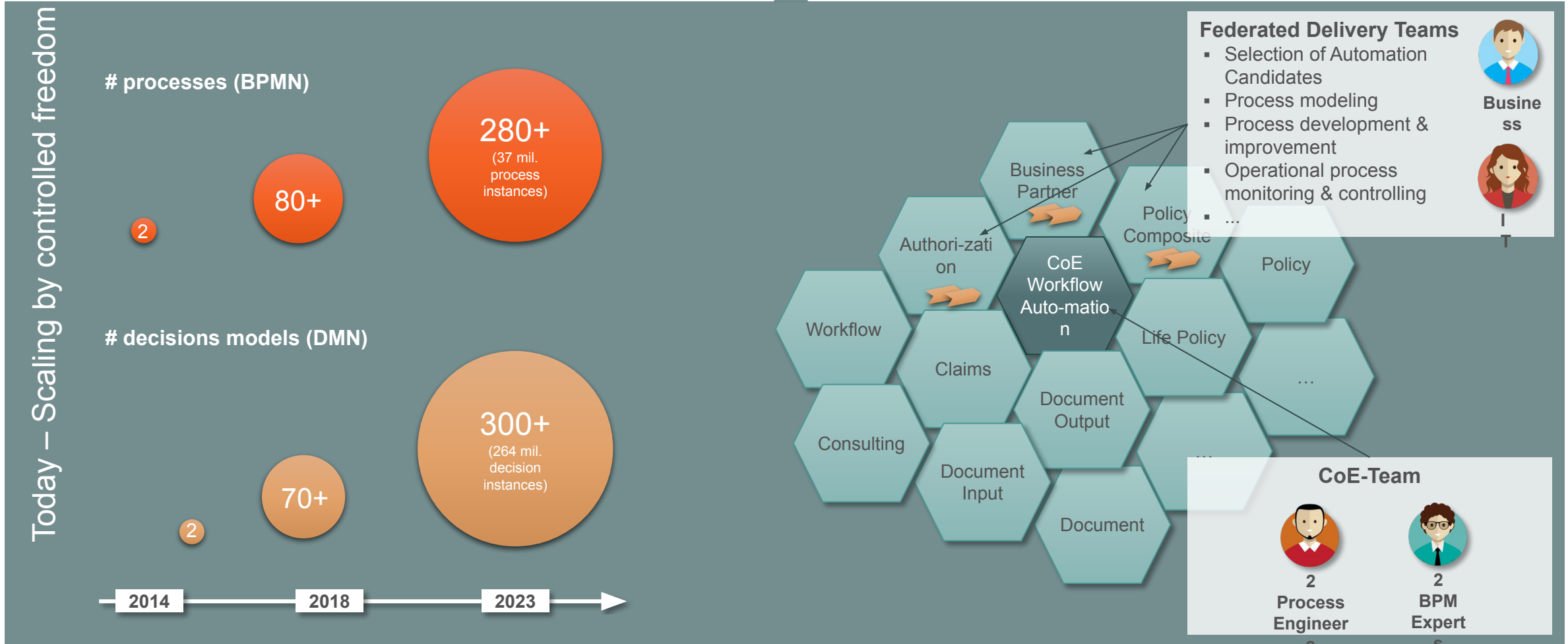
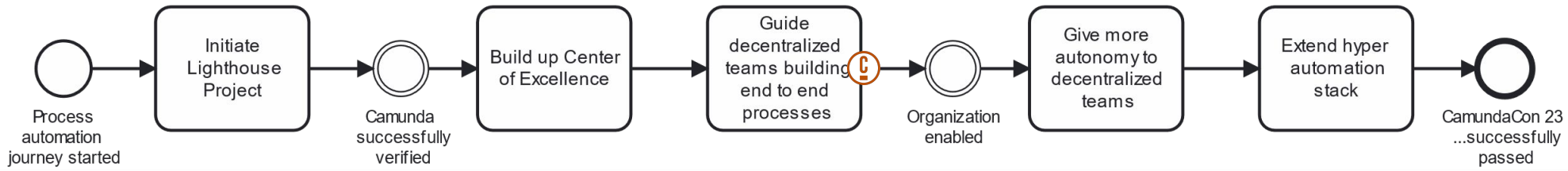
- Facts (today)**
- ✓ 7 Community Days with 120+ participants per event
  - ✓ 250+ Blog posts
  - ✓ 200+ Users successfully trained
  - ✓ Reference Process that adopts all capabilities

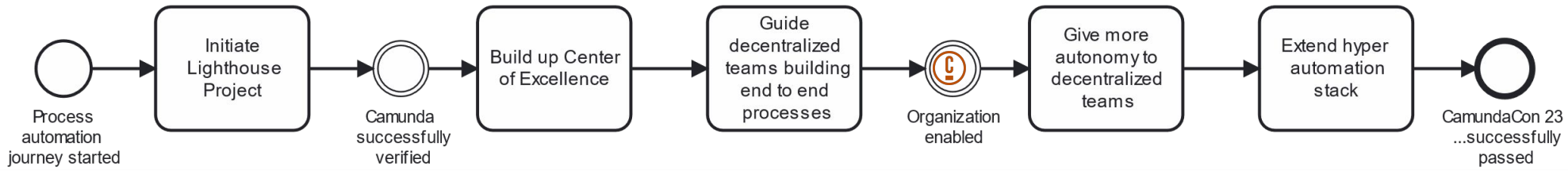




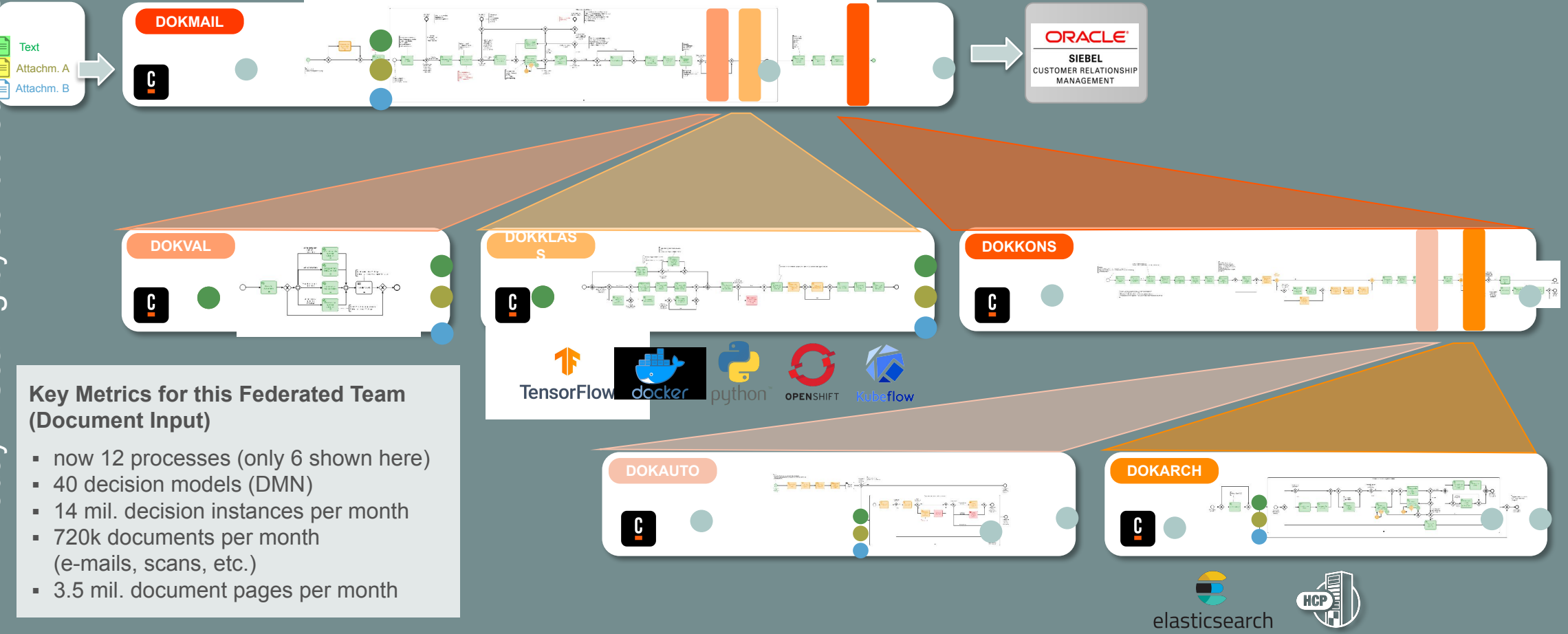






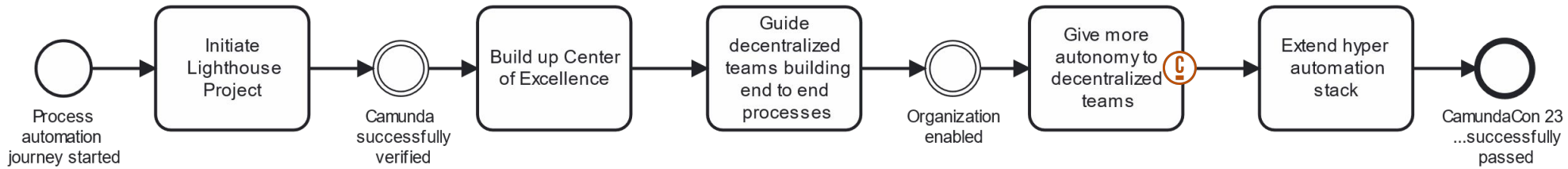


Today – Scaling by controlled freedom



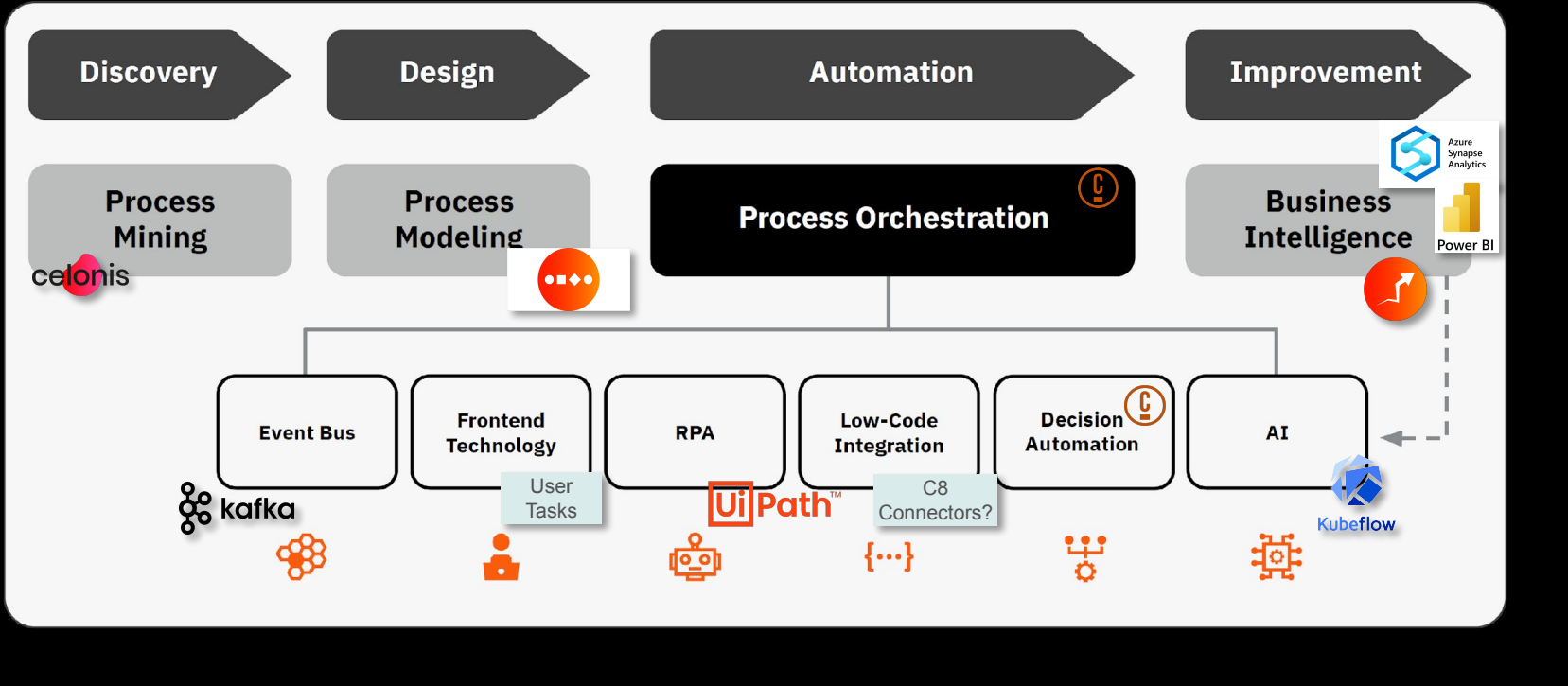
**Key Metrics for this Federated Team (Document Input)**

- now 12 processes (only 6 shown here)
- 40 decision models (DMN)
- 14 mil. decision instances per month
- 720k documents per month (e-mails, scans, etc.)
- 3.5 mil. document pages per month

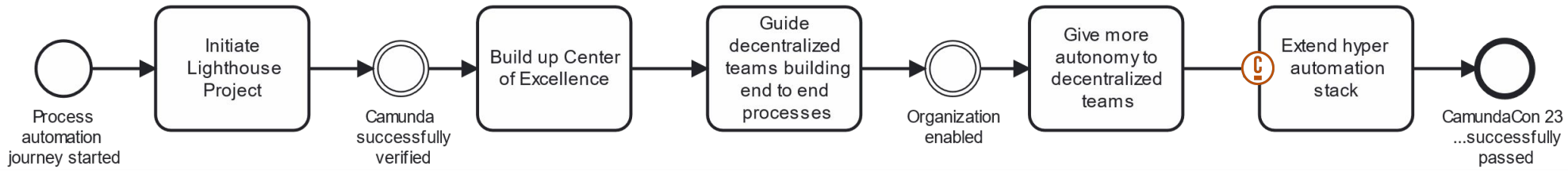


Today – Extend hyper automation stack

# Hyperautomation Tech Stack<sup>1</sup>



<sup>1</sup> Jakob Freund (CamundaCon 2022): Opening Keynote, p. 42



Outlook – Extend hyper automation stack



In accordance with our IT strategy we evaluate Camunda Cloud

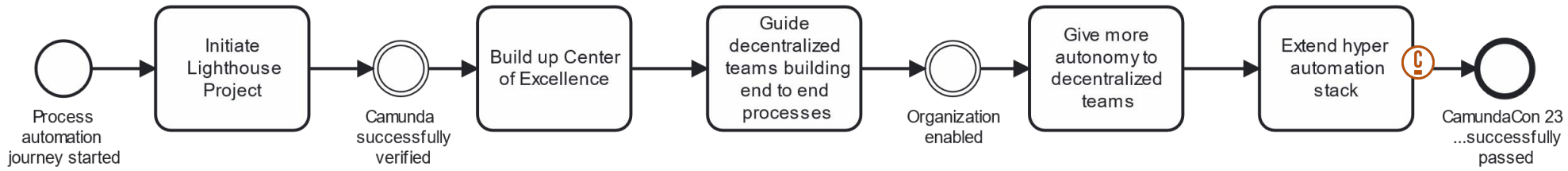


- Reduce complexity in operations and focus on delivery
- Easier adoption of Camunda standards and new features



- Integration of User Tasks in Siebel and Incidents in BMC Smart IT
- Event-based Data Warehouse Integration
- Authentication and Authorization (esp. Connectors)
- Retention of Optimize Data





our five key learnings



Scaling through CoE & federated delivery teams



Think technology, methodology & organisation together



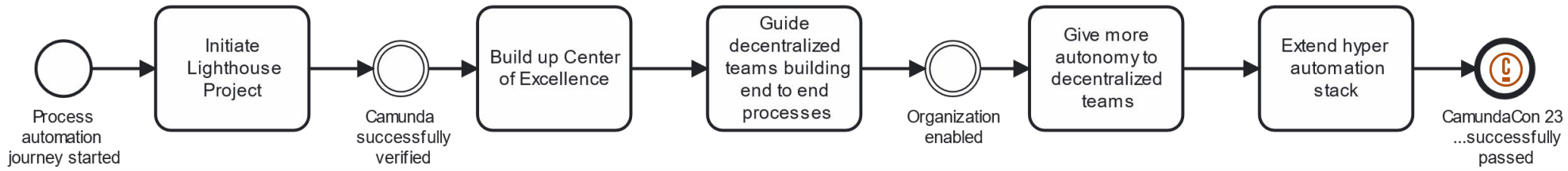
Build a strong community



More complexity needs more managed autonomy



Stay connected with Camunda



**PROVINZIAL**



