



Tranquilidad para ti y tu familia

Seguros Bolívar
Bogotá, Colombia
www.segurosbolivar.com

Industry:

Financial Services

Annual Revenues:

US\$325 billion

Employees:

1,100

Oracle Products & Services:

Oracle Database
Oracle JDeveloper
Oracle BPEL Process Manager

Oracle Partner:



Soft Bolívar
www.softbolivar.com

“With Oracle’s solutions, we can respond immediately to some 6,000 event alerts per month. This way, we reach satisfaction levels of 90%.” – Gonzalo Fajardo, Systems Manager, Seguros Bolívar

Seguros Bolívar Accelerates Decision Making and Improves Response Times in Its Business Processes

Founded in 1939, Seguros Bolívar is Colombia’s second-largest insurer by sales volume and number one in net proceeds. In addition to its headquarters in Bogotá, the corporation has 63 offices and more than 2,600 insurance agents. Its mission is to align its activities to give optimal attention to its clients’ insurance needs.

Challenges

- Implement an IT infrastructure to automate the exchange of critical information and speed up decision making throughout the organization
- Enable access to critical information in real time so that clients, agents, providers, and employees can take rapid and effective action
- Improve service and promote loyalty among clients and providers

Solution

- Integrated information systems related to policy sales, issuance, and claims and collections, achieving high availability of critical information in real time and efficient coordination among various departments
- Developed a service-oriented architecture with Oracle BPEL Process Manager, reducing the cost and complexity of process integration initiatives
- Worked with Oracle Partner Soft Bolívar to implement Oracle BPEL Process Manager without interrupting productivity or business operations during the deployment process
- Optimized operations and accelerated timely decision making in the face of 6,000 monthly events, increasing by 90% the level of satisfaction for services provided to clients and providers
- Implemented Oracle JDeveloper as the company’s primary application development tool, facilitating quick access to critical information throughout the organization