

**Insurance Industry Case Study**  
**Productivity of Workflow Transactions**

Before IT Changes

After IT changes

AWD Work type	Dec 1 -15			Feb 5 - 17			Differences in %	
	Transaction Count	Total Minutes	Average per Minute	Transaction Count	Total Minutes	Average per Minute	Transaction Count	Average per Minute
APPLJET	2440	11943.65	8.29	3538	12783.88	4.53	45	-45
APPL	1777	9586.51	6.41	1480	4676.06	3.67	-17	-43
SURR	1566	2194.78	2.05	2479	2089.81	1.24	58	-40
CHECKWK	894	691.6	0.92	7	1.04	0.13	-99	-86
INCAPPL	597	3353.75	6.39	732	2379.52	3.47	23	-46
LAB	564	315.29	0.66	488	173.69	0.31	-13	-53
AGTCTRT	410	549.35	2.36	384	277.35	1.27	-6	-46
REFUND	401	289.96	0.81	497	200.03	0.43	24	-47
APPLSMS	394	604.44	3.3	431	212.37	0.93	9	-72
PNRTM	329	361.49	1.54	42	21.14	0.59	-87	-62
NTO	269	219.46	0.86	197	119.49	0.55	-27	-36
ANNB	235	1615.62	9.95	188	507.03	2.17	-20	-78
AUTH	235	106.03	0.37	333	82.74	0.21	42	-43
NBREISSUE	160	702.15	5.72	219	236.9	0.92	37	-84
APPLARGE	142	1165.95	8.41	223	920.79	4.68	57	-44
OWNR	139	563.28	4.13	196	357.07	1.63	41	-61
AERRU	116	86.09	0.7	57	16.23	0.41	-51	-41
LSBLSPEC	105	249	2.78	160	219.36	0.90	52	-68
AERR	105	80.58	0.72	166	49.16	0.37	58	-49
PHONECOM	80	462.96	4.57	134	345.46	2.15	68	-53
NBPHONE	79	24.37	0.46	1199	240.64	0.26	1418	-43
FADDR	73	393.38	6.16	44	196.19	3.70	-40	-40
VDREISNB	71	277.35	8.7	52	99.28	1.50	-27	-83
JVNB	70	119.74	2.4	79	107.9	1.45	13	-40
APPLC	69	93.3	1.5	64	19.3	0.30	-7	-80
LOINSF	56	245.24	4.32	56	81.03	2.30		-47
LEGALB	47	13.64	0.33	3	0.28	0.09	-94	-73
MED LAM	47	18.69	0.37	1	0.2	0.20	-98	-46
IR	46	13.01	0.39	89	22.18	0.21	93	-46
REPLACE	44	19.23	0.59	47	10.97	0.19	7	-68
VOIDPA	42	41.23	1.58	82	93.41	1.00	95	-37
CL712	34	381.87	14.09	12	54.28	4.52	-65	-68
CKNOINFO	28	12.49	0.38	2	0.2	0.10	-93	-74
PEND1035	22	4.04	0.18	15	1.77	0.10	-32	-44
REINREQ	20	7.75	0.39	2	0.21	0.10	-90	-74
GOVPMT	19	21.94	1.27	37	18	0.52	95	-59
EFT ERROR	19	9.44	0.62	3	0.86	0.28	-84	-55
LEADCHG	16	20.07	1.26	11	8.36	0.58	-31	-54
STBOARD	14	467.34	46.97	13	37.01	2.83	-7	-94
CORRN	13	6.35	0.76	28	6.15	0.25	115	-67