

```
PUBLIC INTERFACE IGUIFACTORY {
    PUBLIC IBUTTON CREATERBUTTON();
}

PUBLIC CLASS WINFACTORY implements IGUIFACTORY {
    @Override
    PUBLIC IBUTTON CREATERBUTTON() {
        RETURN NEW WINBUTTON();
    }
}

PUBLIC CLASS OSXFACTORY implements IGUIFACTORY {
    @Override
    PUBLIC IBUTTON CREATERBUTTON() {
        RETURN NEW OSXBUTTON();
    }
}

PUBLIC CLASS WINBUTTON implements IBUTTON {
    @Override
    PUBLIC VOID PAINT() {
        SYSTEM.OUT.PRINTLN("WINBUTTON");
    }
}

PUBLIC CLASS OSXBUTTON implements IBUTTON {
    @Override
    PUBLIC VOID PAINT() {
        SYSTEM.OUT.PRINTLN("OSXBUTTON");
    }
}

PUBLIC CLASS MAIN {
    PUBLIC STATIC VOID MAIN(String[] args) {
        IGUIFACTORY FACTORY = null;

        FINAL STRING APPEARANCE = args[0];

        IF (APPEARANCE.EQUALS("win"))
            FACTORY = NEW WINFACTORY();
        ELSE IF (APPEARANCE.EQUALS("osx"))
            FACTORY = NEW OSXFACTORY();
        ELSE {
            THROW NEW EXCEPTION("Invalid appearance");
        }

        FINAL IBUTTON BUTTON = FACTORY.CREATERBUTTON();
        BUTTON.PAINT();

        /* THIS IS JUST FOR THE SAMPLE, NOT FOR THE REAL USE
        * WITH ABSTRACT FACTORY
        */
        @RETURN
        PUBLIC STATIC STRING[] APPEARANCES = {"win", "osx"};
        FINAL STRING[] APPEARANCEARRAY = APPEARANCES;
        APPEARANCEARRAY[0] = "win";
        APPEARANCEARRAY[1] = "osx";
        FINAL JAVA.UTIL.RANDOM RAND = new JAVA.UTIL.RANDOM();
        FINAL INT RANDOMNUMBER = RAND.nextInt(APPEARANCEARRAY.length);
        RETURN APPEARANCEARRAY[RANDOMNUMBER];
    }
}
```

CUSTOMER STORY

Optimizing Intelligent Automation for a Global Insurance Provider

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ENGAGEMENT SUMMARY

According to Forrester, automation will become the tip of the digital transformation spear, impacting everything from infrastructure to customer experience to business models.¹ As automation technologies become more ubiquitous, organizations are looking to maximize the benefits they can achieve.

A global insurance provider recognized that automating traditionally tedious tasks could help cut costs, improve efficiencies and enable employees to focus on more value-added activities. The company approached EPAM for help in addressing these primary challenges (and opportunities) for automation:

- Failed implementations driving broad skepticism and a lack of organizational confidence in automation's viability
- Stability issues and high rates of technical failure where automation platforms had been put in production
- Inability to identify and quantify, with a high degree of confidence, additional automation opportunities

With the goal to improve process efficiency and achieve cost savings, the provider selected WorkFusion as its global automation platform and turned to EPAM as its implementation partner of choice. EPAM worked closely with the provider and leveraged our expertise as a WorkFusion Global Strategic Partner to build a successful, end-to-end intelligent process automation solution that fit the customer's unique business requirements. Working alongside EPAM, the provider was able to accelerate implementation, improve and stabilize outcomes (automation rates) and instill greater organizational confidence in process automation.

¹ <https://www.epam.com/insights/analyst-reports/forrester-now-tech-robotic-process-automation-services-q4-2018>



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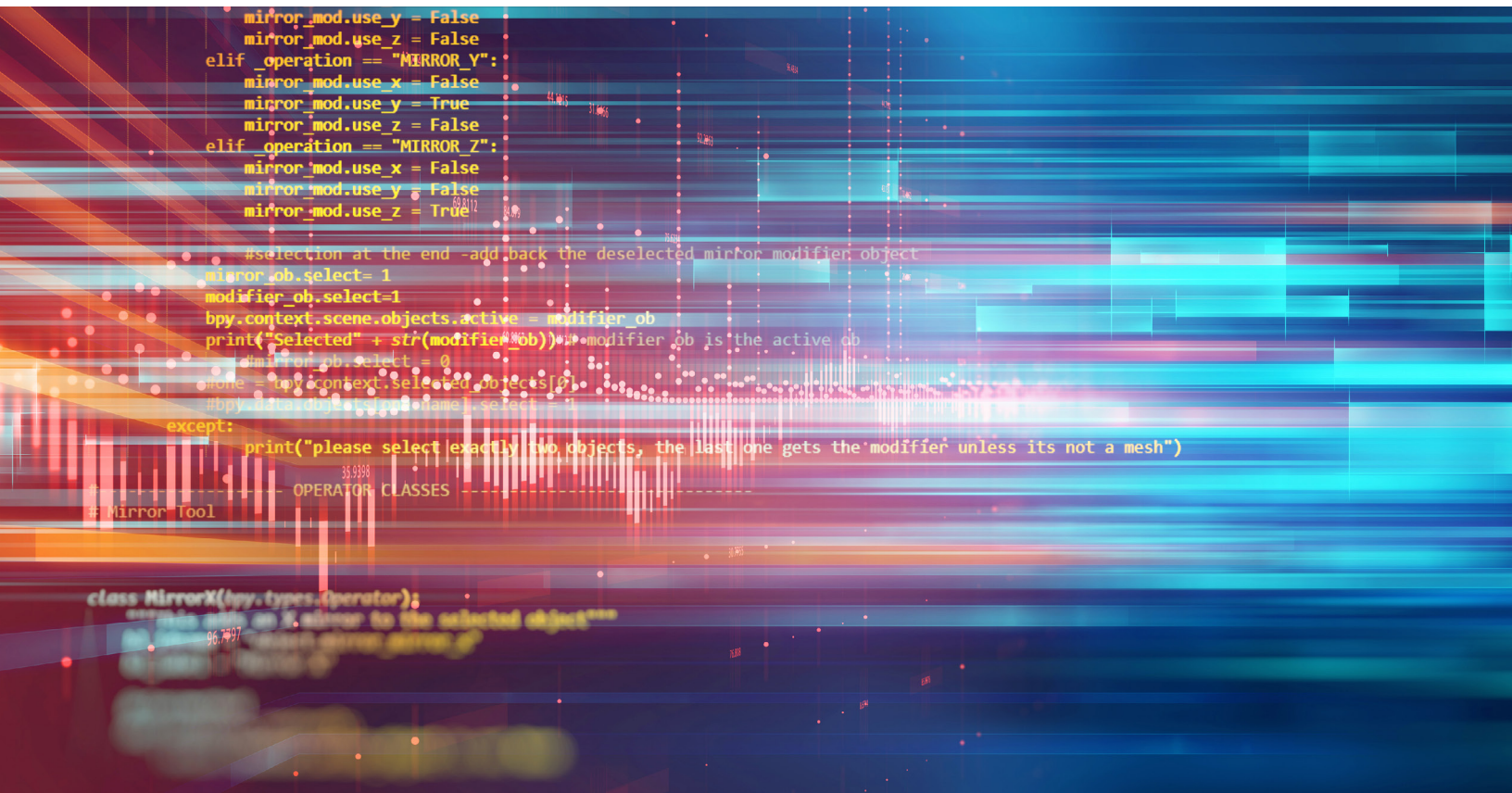
Optimizing Intelligent Automation for a Global Insurance Provider

REDESIGNING THE AUTOMATION PROGRAM FOR PREDICTABILITY, RELIABILITY & SCALABILITY

Inefficient and wasteful 'systems' can be costly to organizations. Experiencing technical failures, stability issues, high implementation costs and unsatisfactory ROIs, the provider challenged EPAM to develop an automation program focusing on the following areas:

- Better understanding of functional, business requirements – developing extensible and extendable solutions that can be easily scaled and maintained by the provider
- Reusable code – developing procedural code libraries with a high percentage of duplicate code instead of object-oriented coding practices
- Capacity planning – evaluating current and anticipated capacity requirements, and then measuring performance once in production
- Meaningful messaging schema so the business team could understand reasons for failures and unanticipated exceptions when they occur

With these objectives in mind, EPAM leveraged its business process management, robotics and cognitive expertise to develop a solution designed to fit the provider's specific business needs.



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Optimizing Intelligent Automation for a Global Insurance Provider

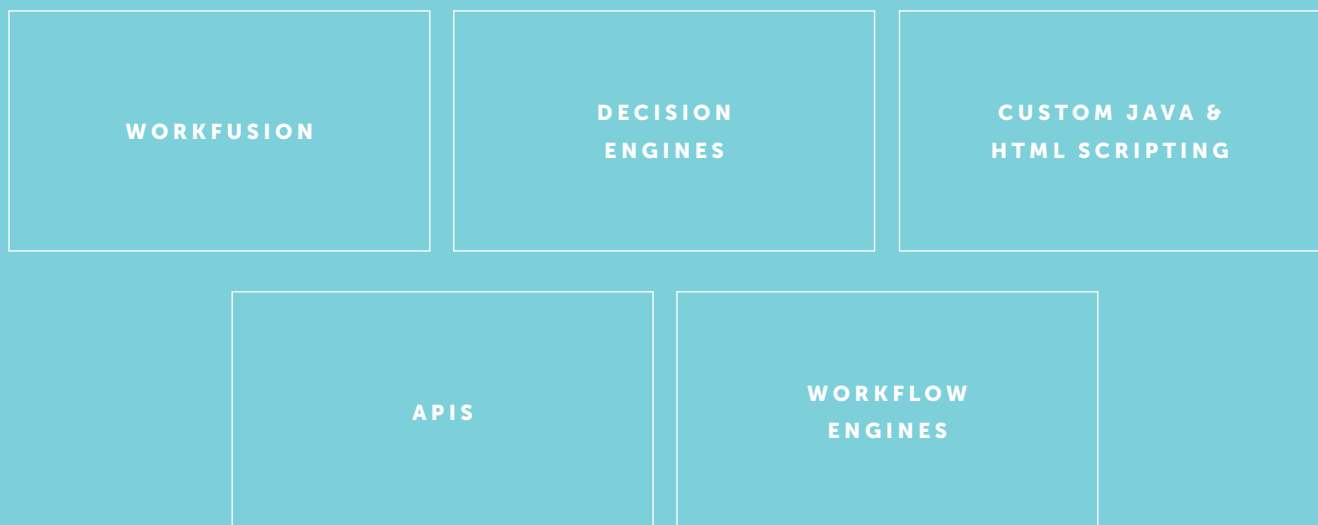
ACCELERATING AUTOMATION TO INCREASE SUCCESS RATES & COST SAVINGS AT SCALE

The provider sought to reduce the high degree of manual processing and low rates of accuracy across claims processing, new business onboarding and operations. To do so in the most economical way, new process automation methods were needed, focusing on ROI and speed to outcomes.

EPAM helped to deliver the following project highlights for the customer:

- Reduced the time and amount of rework between discovery and implementation phases
- Quantified business benefits per use case and a commitment to outcomes
- Continuous monitoring of cost and benefits
- Clear articulation of the post-automation future state and what is required to operate within it
- Developed 'stacked,' end-to-end designs, which include the integrated use of multiple technologies
- Re-engineered business processes and organization structures by incorporating automation

TECH STACK AT A GLANCE



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Optimizing Intelligent Automation for a Global Insurance Provider

CREATING A SMART, END-TO-END PROCESS AUTOMATION PLATFORM

Working closely with the provider and maintaining a laser focus on solving the engineering challenges standing in the way of automation, EPAM moved quickly from design to implementation. Since implementing the end-to-end intelligent process automation solution, the provider has realized the following results:

- Achieved break-even periods at or under 18 months
- Reached 90%+ automation rates for claims processing, new business onboarding and operations
- Processed 1.5 million transactions a year (as of April 1, 2019)
- Helped create the Center of Excellence (CoE) by providing methods, tools and templates

After successfully implementing automation solutions for the customer, EPAM is continuing to support the provider's automation initiatives by identifying additional areas for cost savings and improved operations.

ABOUT EPAM

As the software engineering expert behind many of the world's leading intelligent automation platforms, EPAM builds, engineers and optimizes automated solutions to help its customers achieve their business goals. With over 10 years of business process management, robotics and cognitive experience and over 15 partnerships with leading RPA and vendors, EPAM's capabilities include intelligent automation strategy, process-to-capability mapping, solution design and planning, deployment and support, and organizational design. For more information, visit www.epam.com/intelligent-automation.

QUESTIONS?

Contact us at Sales@EPAM.com
or visit us at EPAM.com

