

SINCE 1825



THE NORFOLK & DEDHAM GROUP

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The Norfolk & Dedham Group Insurance - Camunda Customer Story Shashi Ayachitam

IT Director
The N&D® Group
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Locally Grown Insurance®

Agenda

- The Norfolk & Dedham Insurance
- The need
- BPM Solutions – Market Research
- Why Camunda?
- N&D[®] Claims System - Architecture
- N&D[®] Claims System – Tech Stack
- Camunda Migration
- Camunda Customization
- Camunda Features & Benefits
- Ease of Design & Analytics
- N&D[®] & Camunda – What Next ?
- Special Thanks

The Norfolk & Dedham Group® Insurance

- 1825 established P&C insurance carrier, headquartered in Dedham, Massachusetts, USA.
- Serving northeast of the USA
- Personal and Commercial lines of business through independent agency channel
- My Roles & Responsibilities
- My Team

The Need

- NWS 1.0 (Newbury Workflow System) – Legacy System
- Complex business flows
- Claims, Underwriting & Customer Support domains
- NWS 2.0 System with new Techstack
- Hundreds of workflows

BPM Solutions - Market Research

The logo for bizagi, featuring a colorful geometric icon to the left of the word "bizagi" in a lowercase sans-serif font.The logo for PEGA, featuring a stylized blue and green horse head icon to the left of the word "PEGA" in a bold, uppercase sans-serif font.The logo for Adobe Experience Manager, featuring a circular icon composed of interlocking white rings on a dark brown background, with the text "Adobe Experience Manager" to its right.The logo for jBPM, featuring a stylized orange and brown icon to the left of the text "jBPM" in a lowercase sans-serif font.The logo for ORACLE BPM, featuring the word "ORACLE" in a bold, red, uppercase sans-serif font above a horizontal line, with the word "BPM" in a bold, black, uppercase sans-serif font below the line.The logo for Bonitasoft, featuring a stylized red and blue icon to the left of the word "Bonitasoft" in a lowercase sans-serif font.The logo for opentext, featuring the word "opentext" in a lowercase sans-serif font with a trademark symbol.The logo for CAMUNDA, featuring a green circular icon with a white checkmark above the word "CAMUNDA" in a bold, black, uppercase sans-serif font, which is underlined.

Why Camunda?

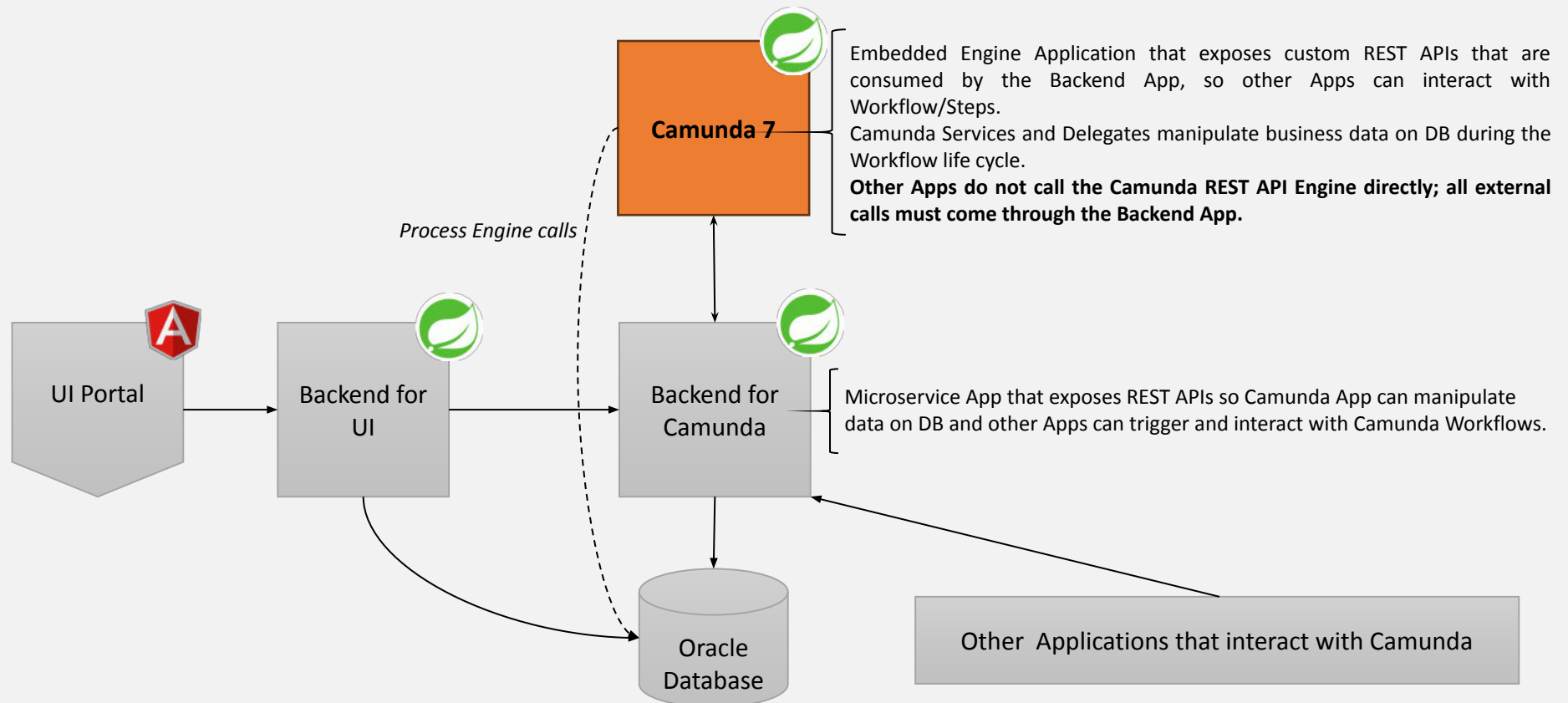
- Need a product with a solid vision and road map
- Matured Architecture
- Easy to build and maintain
- Scalability
- 100% API integration support
- Open software
- BPM standard
- Flexible licensing
- Support

N&D® Claims System – Tech Stack

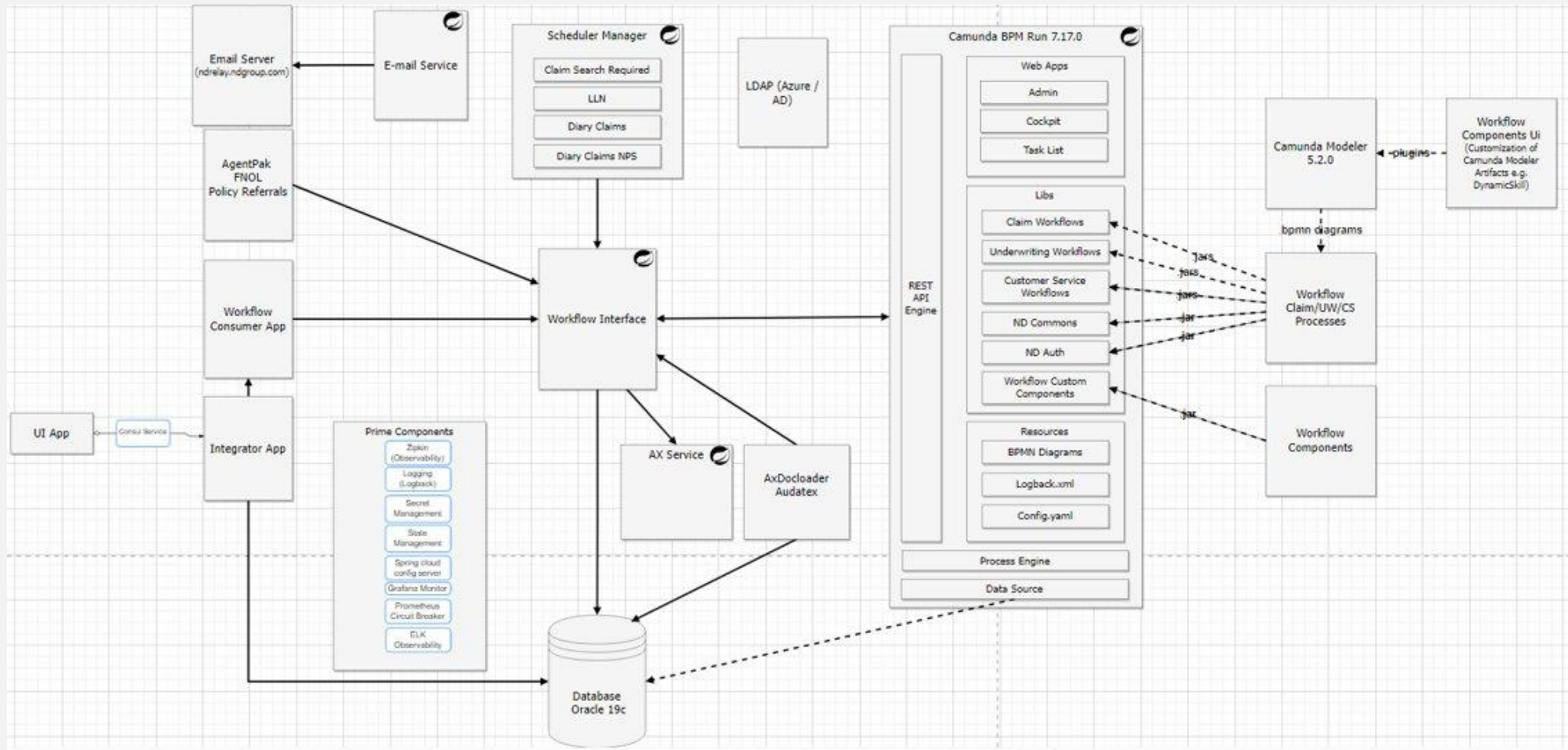
The stack we used:

- Embedded Engine with Spring Boot 3.2.1
- Java 17
- Camunda 7.20.0-ee
- Oracle Database 19c EE
- Liquibase for DB schema updates

N&D® Claims System - Architecture



N&D® Claims System - Architecture



Camunda Migration

- Code refactoring of old solution to modernize and retrofit to meet Camunda architecture
- Rebuilt new workflows using Camunda Modeler
- Built new Spring boot apps that are easy to customize and efficient. Configured them as schedulers so that they function as they did in the older version.
- Customized Camunda Modeler's components to accommodate business requirements that enhanced the experience while modeling BPMN diagrams and reduced code implementation
- NTConsult – Strategic partner with enormous Camunda SME

Camunda Customization

Customized Camunda Modeler's components:

- ❑ Customization was done using React + Node.
- ❑ New User Task components were introduced into Modeler's pallet:
- ❑ Configured User and Groups assignments directly in Modeler:



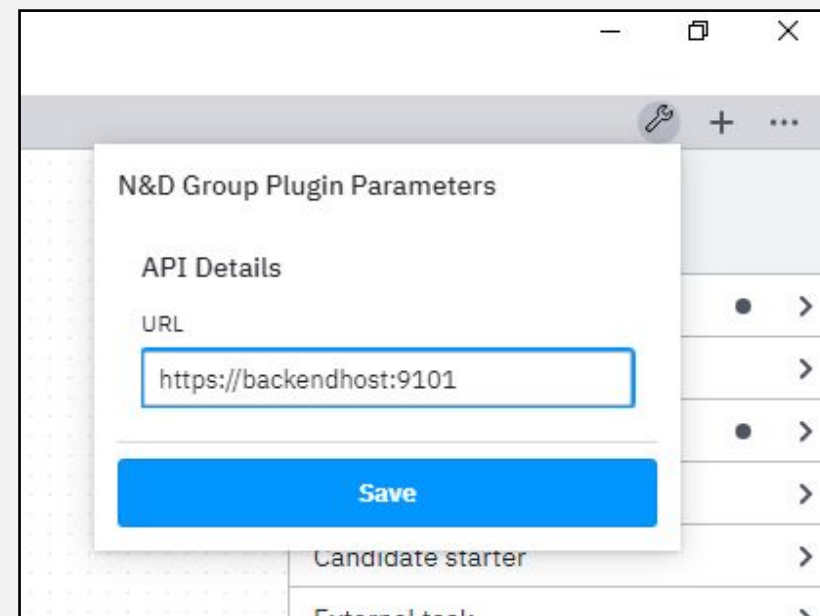
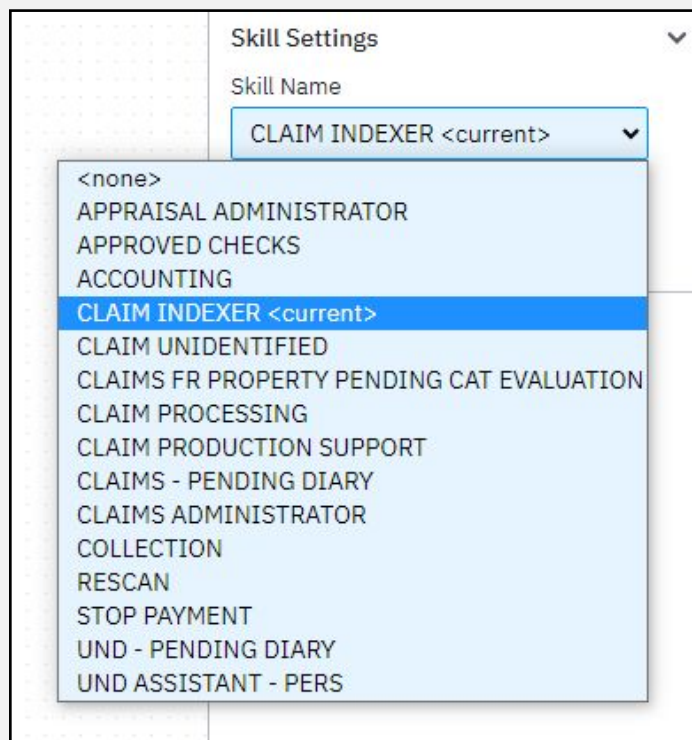
The image displays three screenshots of the Camunda Modeler interface, illustrating the configuration of a custom 'ndgroup' extension. Each screenshot shows a different section of the configuration panel:

- Left Screenshot:** Shows the 'Dynamic Skill Settings' section. The 'Skill Group|Skill Name / UserloginId' field is set to 'CLAIM INDEXER'. The 'Default Skill' dropdown is set to 'CLAIM PRODUCTION SUPPORT'. The 'Default User' dropdown is set to 'CLAIMS DEFAULT USER <current>'. There is also a checkbox for 'Route to Default Skill'.
- Middle Screenshot:** Shows the 'Skill Settings' section. The 'Skill Name' dropdown is set to 'CLAIM INDEXER <current>'. The 'Default Skill' dropdown is set to 'CLAIM PRODUCTION SUPPORT'.
- Right Screenshot:** Shows the 'User Settings' section. The 'UserloginId' field is set to 'examiner'. The 'Default User' dropdown is set to 'CLAIMS DEFAULT USER <current>'.

Camunda Customization

Customized Camunda Modeler's components. The power of API integration.

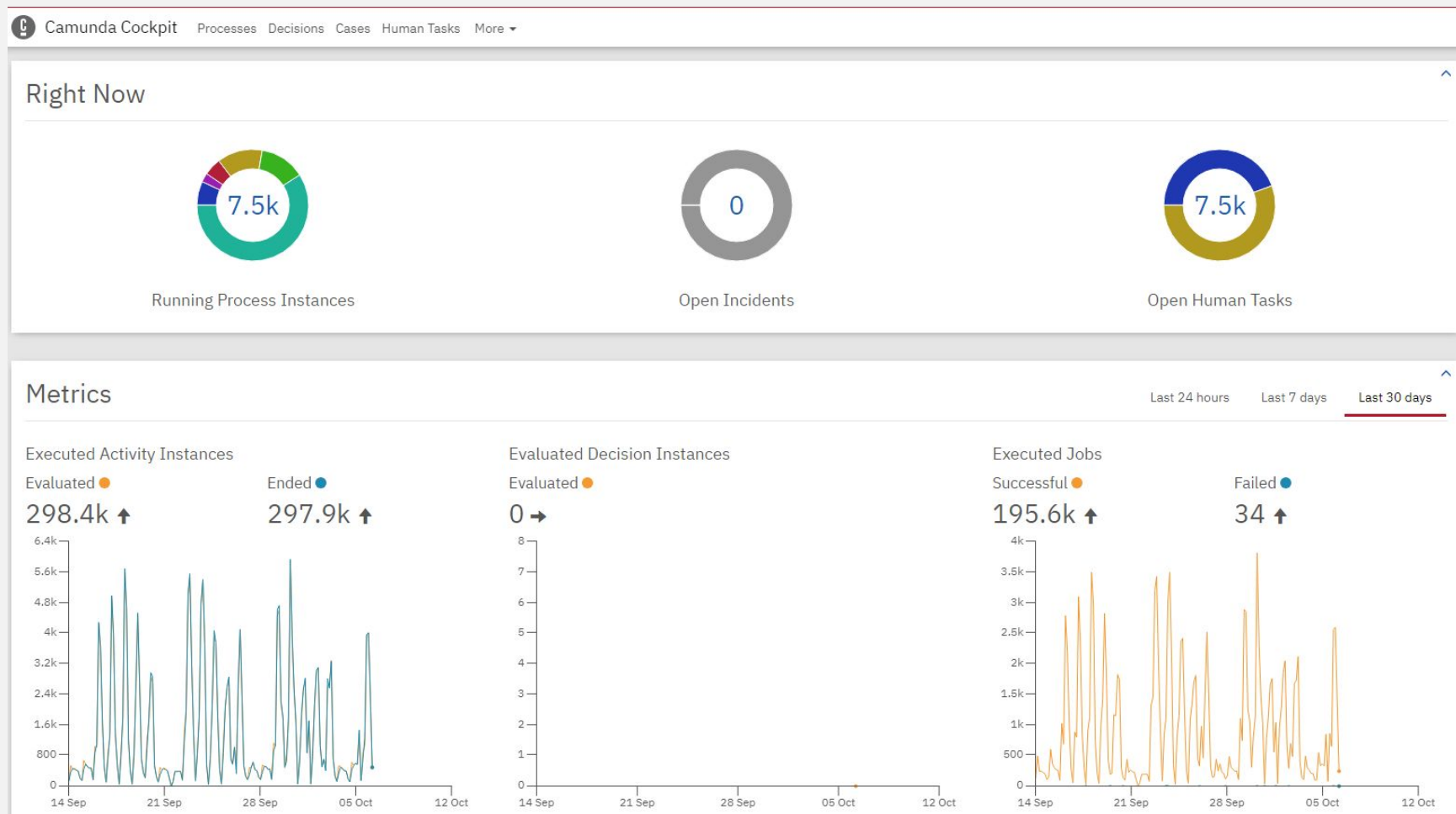
- Dropdown data is retrieved from DB. Modeling was established through a backend REST API, which was designed to be configured when required.



Camunda Features & Benefits

- Improved business process automation by turning process data generated into strategic action
- Data-rich analytics to answer various business questions
- Real time dashboard and insights
- Opportunity to improve business operations
- Cockpit
- Admin features

Ease of Design & Analytics



Ease of Design & Analytics

Camunda Cockpit Processes Decisions Cases Human Tasks More ▾

Dashboard » Processes

Add criteria

State	Incidents ▾	Running Instances ▾	Key ▲	Name ▾
✓	0	8	AppraisalAssignmentProcess	Appraisal Assignment
✓	0	139	AssignNewExaminerAutoProcess	Assign New Examiner Auto
✓	0	54	AssignNewExaminerNonAutoProcess	Assign New Examiner Non Auto
✓	0	1	AxPollingClaimsProcess	AX Polling Claims
✓	0	2	CMSEligibleProcess	CMS Eligible
✓	0	0	CMSUpdateProcess	CMS Update
✓	0	0	ClaimReferralProcess	Claim Referral
✓	0	382	ClaimsIndexingAndWorkflowInitiationProcess	Claims Indexing and Workflow Initiation
✓	0	0	ClaimsSearchRequiredProcess	Claims Search Required
✓	0	990	CorrespondenceClaimsProcess	Correspondence Claims
✓	0	4448	DiaryClaimsProcess	Diary Claims
✓	0	987	DiaryNPSProcess	Diary Claims NPS
✓	0	28	FileArbitrationProcess	File Arbitration
✓	0	47	FirstReportAutoProcess	First Report Auto
✓	0	73	FirstReportExaminerCommon	First Report Examiner Common
✓	0	11	FirstReportGlassTowProcess	First Report Glass Tow
✓	0	8	FirstReportNonAutoProcess	First Report Non Auto
✓	0	10	LLNRequiredProcess	LLN Required
✓	0	14	LargeLossNoticeProcess	Large Loss Notice
✓	0	45	NMVTISProcess	NMVTIS
✓	0	196	NewTaskClaimsProcess	New Task Claims
✓	0	0	PipTallyProcess	PIP Tally
✓	0	0	QuestionableRiskProcess	Questionable Risk
✓	0	0	RescanProcess	Rescan
✓	0	0	ReturnDeductibleProcess	Return Deductible
✓	0	13	StopPaymentProcess	Stop Payment
✓	0	68	SubroDemandExaminerProcess	Subro Demand Examiner
✓	0	0	SubroDemandProcess	Subro Demand
✓	0	1	SurchargeFindingProcess	Surcharge Finding
✓	0	0	SurchargeHearingFollowUpProcess	Surcharge Hearing Follow-Up
✓	0	0	SurchargeHearingProcess	Surcharge Hearing

Ease of Design & Analytics

Camunda Cockpit Processes Decisions Cases Human Tasks More ▾

Dashboard » Human Tasks

Assignments by type

Tasks Types

3309 assigned to a user

4156 assigned to 1 or more groups

0 unassigned

7465 Total

Assignments by group

Tasks Group

15 APPRAISAL ADMINISTRATOR

363 CLAIM INDEXER

5 CLAIM UNIDENTIFIED

3762 CLAIMS - PENDING DIARY

1 Claim Production Support

10 STOP PAYMENT

i A task may have multiple groups.

Ease of Design & Analytics

Camunda Cockpit Processes Decisions Cases Human Tasks More ▾ Camundanws Camundanws

Dashboard » Cleanup

Cleanable Data

Processes Decisions Cases Batch Operations

Process Definition	Version	Tenant ID	Finished ▾	Cleanable	History Time To Live
Correspondence Claims	1		24987	0	365 days
Claims Indexing and Workflow Initiation	1		20202	0	365 days
Diary Claims NPS	1		14401	0	365 days
Diary Claims	1		8444	0	365 days
First Report Examiner Common	1		7520	0	365 days
New Task Claims	1		6237	0	365 days
Assign New Examiner Auto	1		5151	0	365 days
Appraisal Assignment	1		2727	0	365 days
First Report Auto	1		2606	0	365 days
First Report Glass Tow	1		1523	0	365 days
Subro Demand Examiner	1		757	0	365 days
First Report Non Auto	1		739	0	365 days
Assign New Examiner Non Auto	1		707	0	365 days
Questionable Risk	1		572	0	365 days
Stop Payment	1		502	0	365 days
NMVTIS	1		453	0	365 days
File Arbitration	1		349	0	365 days
PIP Tally	1		207	0	365 days
Large Loss Notice	1		119	0	365 days
AX Polling Claims	1		95	88	7 days
LLN Required	1		77	0	365 days
Surcharge Finding	1		76	0	365 days
Surcharge Hearing	1		76	0	365 days
CMS Eligible	1		62	0	365 days
Claim Referral	1		20	0	365 days

N&D® & Camunda – What Next?

- Follow Camunda's product road map
- Other departmental usecases
- RPA and AI usecases
- Strategic technology partner

Special Thanks



Mindy Shanes

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Rafael Da Silva Neves Serrano

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CAMUNDA

Eric Clifford · 1st

Process Orchestration Expert at Camunda



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Proprietary and Confidential



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Thank You