



Transform Tomorrow

Problem

- Enrich the existing legacy system which serves over 25,000 employees in 9 countries
- Combine multiple systems into a single entry portal
- Inefficient manual processes and textual requests
- Staff disruptions due to a lack of request clarity
- Disconnected fulfillment processes and re-routing causing delays in service delivery

Aegon helps approximately 30 million customers, including individuals and families, as well as companies, pension funds and other institutions through its primary brands, Aegon and Transamerica.

The screenshot shows the Launch software interface. At the top, there's a navigation bar with links for 'Welcome, Nick Stineman', 'Fulfillment', 'Activity', and a search bar. Below the navigation is a breadcrumb trail: 'Home > Categories > Messaging and Collaboration > Email Journaling'. The main content area is titled 'Email Journaling' and contains a brief description: 'Electronic Mail Journaling provides the capability to track and retain email for employees regulated by the Securities and Exchange Commission.' Below the description are tabs for 'Details', 'Financial Info', 'Features', 'Support', 'Service Target', 'Additional Info', and 'Subscriber'. A 'Service Description' section follows, detailing the purpose of tracking and retaining email for SEC-regulated employees. A 'Service Example' section provides a scenario where an employee needs email to be monitored for the SEC. At the bottom of the page are two buttons: 'Email Journaling' and 'Request'.

Action

- Implemented Kinetic Request & Kinetic Task to build a single point of entry for Aegon Enterprise Request Management
- Leveraged the Kinetic Data Management Console KAPP to empower users and combine disparate systems
- Created a console solution offering drastically reduced search times and robust user defined settings
- Enhanced the searching landscape to include multiple systems and searchable targets
- Created a robust work order solution with the Kinetic Fulfillment KAPP allowing technicians to quickly & easily navigate through thousands of tickets

The screenshot shows the 'Activity Console' page in the Launch software. The top navigation bar includes 'Welcome, Nick Stineman', 'Fulfillment', 'Activity', and a search bar. Below the navigation is a filter section with dropdowns for 'Source: Service Request', 'Status: In Progress', and a date range from '2015-10-01' to '2015-10-25'. The main content area displays a table of activity logs with columns for 'Ticket #', 'Status', 'Summary', 'SLA Date', 'Requested By', 'Requested For', and 'Requested Completion Date'. Each row represents a specific ticket with details like ticket number, status (In Progress), summary (e.g., 'Call Recording'), SLA date (e.g., 2015-MAR-26), and requested by/for (Nick Stineman). At the bottom of the table are pagination controls for 'Page 1 of 3' and a total count of 'View 1 - 25 of 57'.

Result

- Search times improved by 25 to 100 times depending on criteria
- Slashed fulfillment times
- Processing 10,000 base submissions and 25,000 tickets a week in seconds rather than minutes
- Cut overseas latency by over 50%
- Created enthusiasm and momentum for further investment into the Launch solution structures

The screenshot shows the 'Fulfillment Console' page in the Launch software. The top navigation bar includes 'Welcome, Nick Stineman', 'Fulfillment', 'Activity', and a search bar. Below the navigation is a form with fields for 'Service Request Name', 'Task Name', 'Region', 'Status', 'Requested For Name', 'Requested By Name', 'Assigned Group', and 'KSR Number'. There are also date pickers for 'Date Submitted' (2016-05-01) and 'To' (2016-05-01). At the bottom of the form are 'Clear' and 'Search' buttons. The main content area displays a table of fulfillment requests with columns for 'Request #', 'Request Name', 'Task Name', 'Status', 'Task Date', 'Request Due Date', 'Assigned Group', and 'Requested For'. Each row represents a request with details like request number, task name (e.g., 'Messaging Services Request'), status (e.g., 'New'), and assigned group (e.g., 'Remedy Systems').



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Problem

- Several specialized/already established automation toolsets specifically used
- Limited request automation requiring additional staffing
- Disconnected manual and automated processing. Work was “handed off”.
- Inability to streamline the flow of work
- Linear or Procedural Streams limiting productivity and reuse

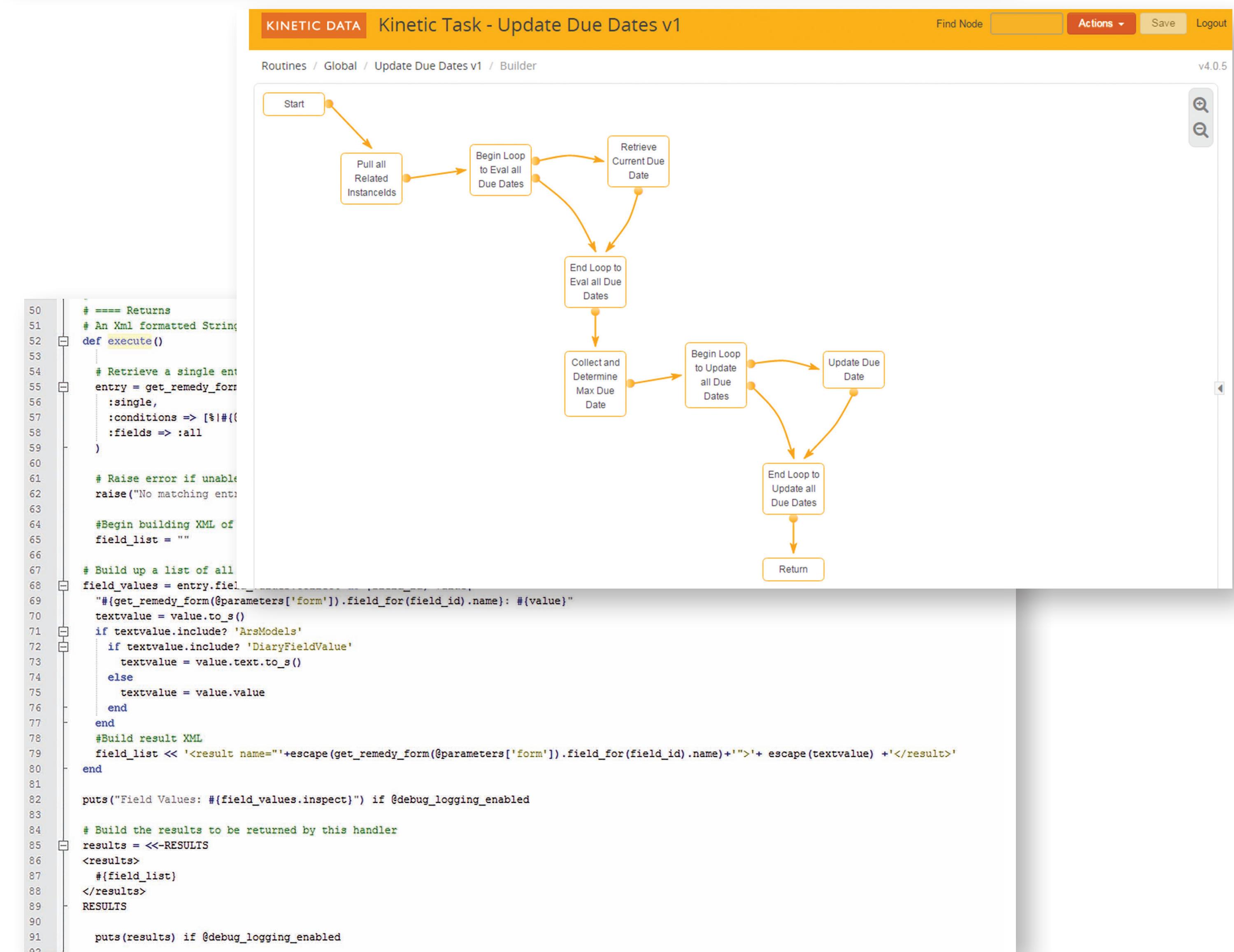
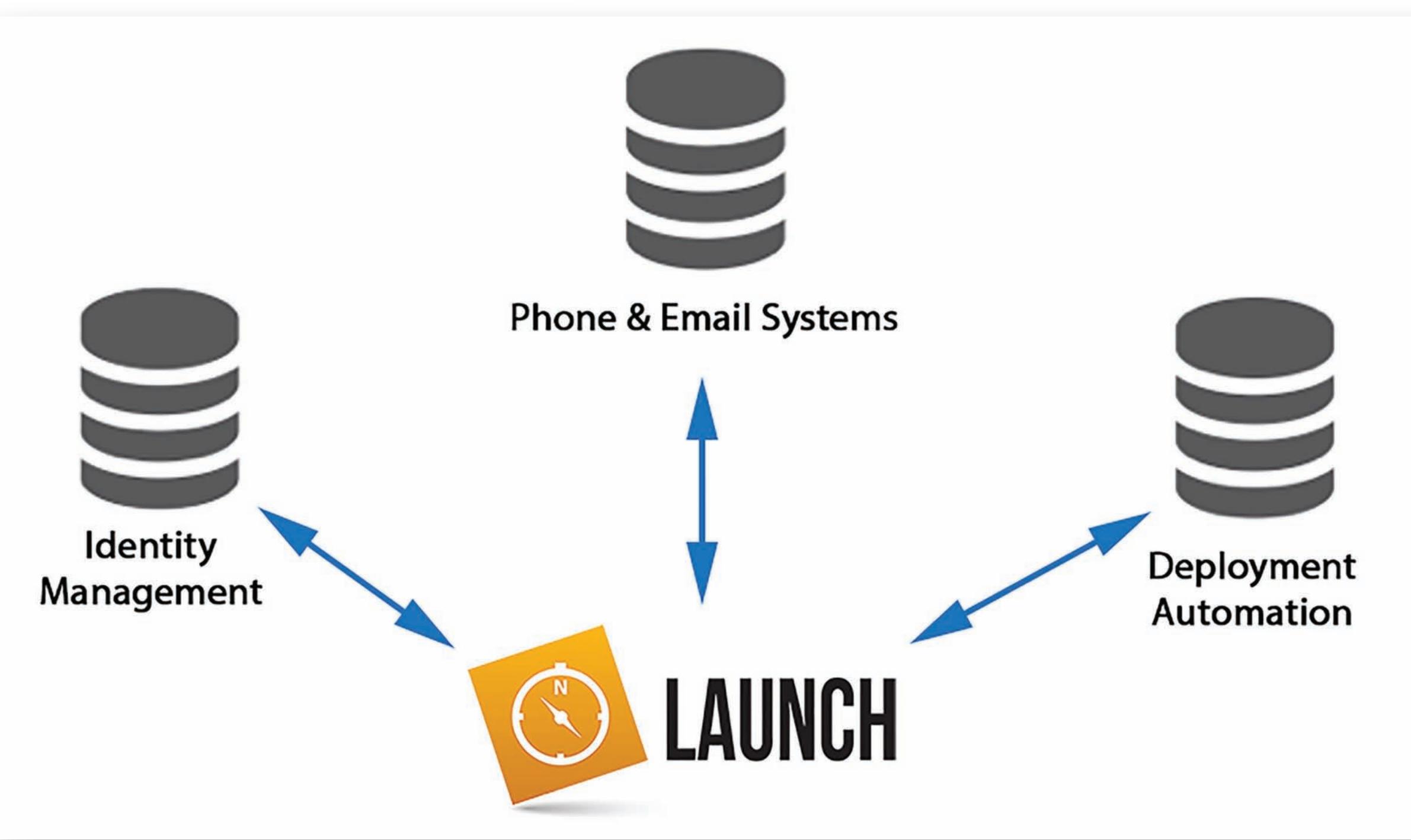
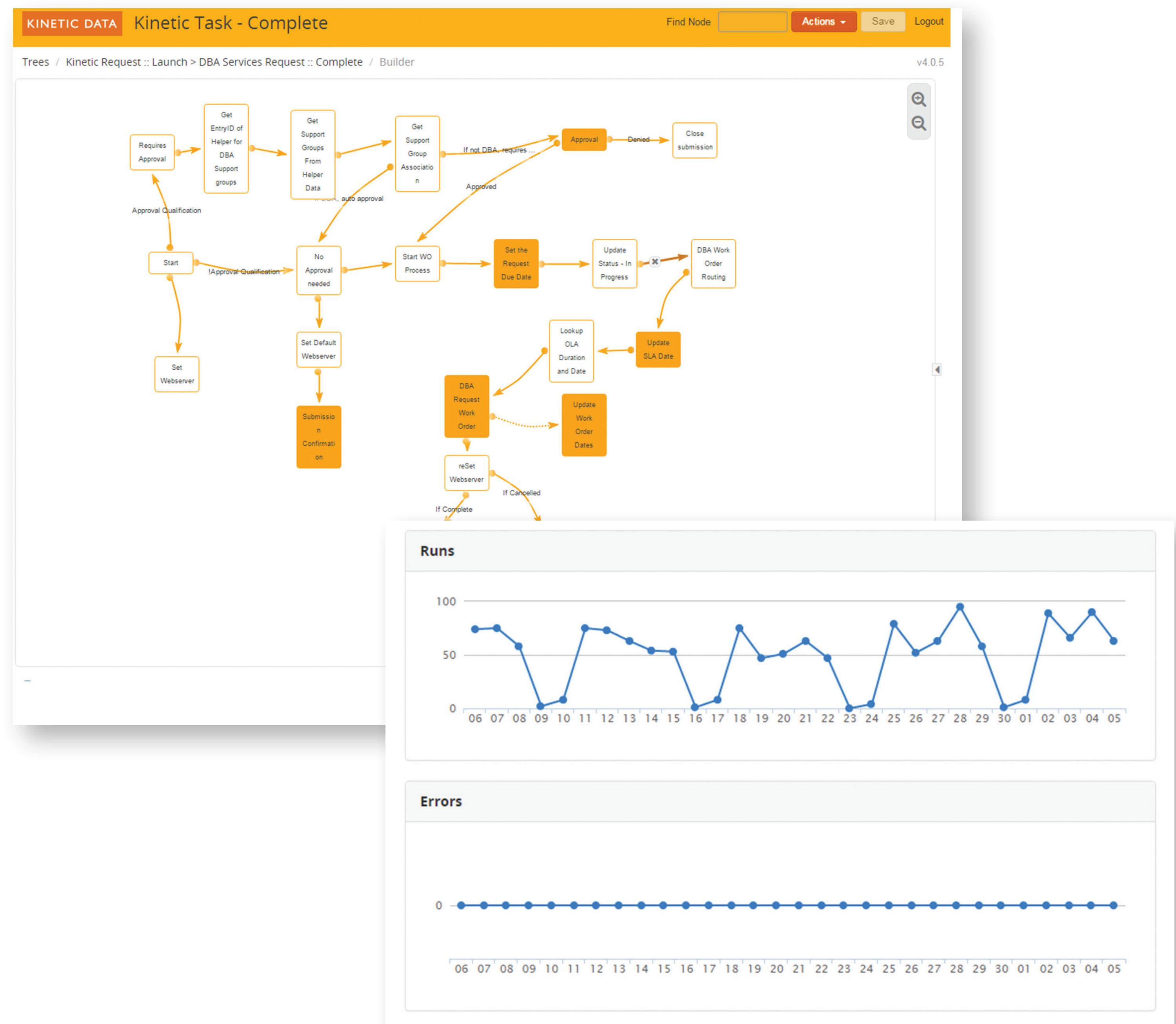
Action

- Implemented Kinetic Task to establish a hub & spoke integration platform
- Leveraged routines, additional task sources, and custom built handlers to “glue” disconnected processes together
- Created data driven processes users can manage with the Kinetic Data Management Console

Result

- Fulfillment processes are easier to manage, scale, & maintain
- The flow of work is easier to visualize
- Automation targets can be leveraged regardless of the source system's ability to integrate
- Workflows can more easily adapt to support the pace of change

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