TO-BE Evaluation 1 — Expanded Weighted Criteria Matrix

Overview:

This evaluation compares three future-state options for the ▮▮▮▮Indexing & Routing automation project.

The goal is to identify which solution delivers the highest business value and operational improvement.

Options Considered:

A: Basic automation – IDAS integrated, limited RPA, emails still manual.

B: Full automation – IDAS + extensive RPA + automated email output + full routing automation.

C: Hybrid model – IDAS + partial RPA for simple tasks, humans handle all complex routing.

Selection Criteria & Weights:

• Cost reduction (30%): Expected reduction in labour cost, seasonality handling, and decreased manual workload.

• Accuracy improvement (25%): Reduction of human error in classification and routing.

• Lead time reduction (20%): Time saved in indexing, routing, processing tasks, and responding to customers.

• Implementation complexity (15%): Integration difficulty, change management needs, stakeholder involvement.

• Customer satisfaction impact (10%): Faster responses, consistency, fewer errors, predictable service.

Detailed Scoring Rationale:

• Option A scores lower on cost reduction and lead time because humans remain heavily involved.

• Option B scores highest on accuracy, speed, and customer experience due to full automation.

• Option C is strong but less impactful due to mixed human/robot execution.

Weighted Score Calculations:

Option A:

$= 6 \times 0.30 + 7 \times 0.25 + 6 \times 0.20 + 8 \times 0.15 + 7 \times 0.10$

$= 6.65$

Option B:

$= 9 \times 0.30 + 9 \times 0.25 + 9 \times 0.20 + 5 \times 0.15 + 9 \times 0.10$

$= 8.15$

Option C:

$= 7 \times 0.30 + 8 \times 0.25 + 7 \times 0.20 + 7 \times 0.15 + 8 \times 0.10$

$= 7.35$

Conclusion:

Option B provides the most significant impact across cost, speed, and quality dimensions.

It aligns best with the Allianz strategy: maximizing productivity, minimizing manual workload,

and supporting scalability during seasonal peaks.

Therefore, Option B is the recommended TO-BE solution.