Basler Versicherungen boosts employee satisfaction by improving internal processes with help from IBM in deploying an IBM Lotus solution.

Overview

Basler Versicherungen
Basel, Switzerland
www.baloise.ch

Industry
- Insurance

Employees
- 3,400

Products and services
- IBM Lotus Workflow
- IBM System z9 Business Class
- IBM Global Business Services – Application Management Services

"Before bringing the IBM Application Management Services team onboard to design our process tool, our employees were reluctant to establish their annual objectives. Now, with the easy-to-follow workflow of the Lotus® software–based tool, the staff has a better goal-setting experience."

— Basler Versicherungen

Located near the German border in Basel, Basler Versicherungen (Basler) is one of the largest insurance companies in Switzerland, offering a comprehensive range of life, auto and home insurance products.

Challenge
Overwhelmed by paperwork, Basler sought an IT tool that would help it improve its management development processes. In particular, the company wanted to simplify and streamline its internal, self-service Individual Performance Management System, which employees use to map and structure their business objectives. A better system would create a positive environment in which employees could establish far-reaching objectives and feel good about achieving them.

Solution
Basler teamed with IBM Global Business Services – Application Management Services to create a software tool that would guide employees and managers through the Individual Performance Management System.

The solution—hosted on an IBM System z9® Business Class mainframe running the IBM z/OS® operating system—integrates with HR Access, the client's personnel information system. What's more, the tool—built on the IBM Lotus® Workflow platform and supported by the IBM Lotus team—automatically creates performance forms and forwards them via e-mail to the appropriate employees and managers.

The Application Management Services tool reflects the client's Individual Performance Management System concept with performance agreement, skills assessment and appraisal modules.

Benefits
- Simplifies the client's Individual Performance Management System with clear and structured processes

- Boosts employee satisfaction and facilitates the creation of more engaging objectives

- Eliminates paper-based administration

For more information

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