

ADONIS' streamlining Accounting Processes at GENERALI Holding Vienna

Profile: GENERALI Holding Vienna AG

The Generali group is one of the significant and entirely integrated financial service providers in Austria. In Vienna the Generali Holding Vienna AG consists of several insurance, properties, holding and leasing companies as well as the financial institution, the corporation, the service bureau, the pension's funds and one bank. The Generali Holding Vienna AG acts as parent company and reinsurer of the Generali group Austria. As management holding it is in charge of the group control of its companies in Austria.

The Challenge: starting process management in accounting

The accounting of GENERALI faced and still faces the challenge within the 'Fast-Close' for different guidelines of accounting conventions (IFRS-UGB) to implement the processes with given resources in high quality within the schedule, out of different perspectives (as-is plan).

In the GENERALI accounting field, they decided, in order to achieve a professional implementation, to make use of the BPM Toolkit ADONIS along with the support of the BOC Group and Inergy (www.inergy.at). The aim was the analysis and change of the processes to increase their efficiency and flexibility.

«The use of process management in accounting delivered especially in the highly complex parts of the closing process, improved quality as well as a reduction of needed overtime of employees.»

(Mag. Paul Hoheneder, Manager of Accounting)

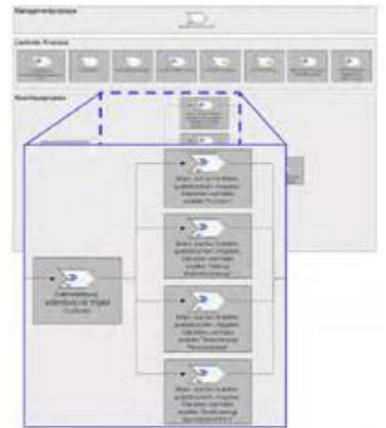
The Project

Process modeling and optimization

The structuring of all processes and the documentation and modeling as well as the optimization of chosen processes in ADONIS were the foundation for the successful use of process management.

Process responsibility

An essential step in the implementation of process orientation was the use of process and sub process responsibility in the current processes and in the closing process of accounting: The person responsible for the sub process need to be in charge of the planning, optimisation and that the sub processes are carried out, within the closing processes and the current processes respectively.



Process map of the accounting system of the GENERALI Holding Vienna AG



Facts and figures:

Company name

GENERALI Holding Vienna AG

Headquarters

Vienna

Employees

14.932

Industry

Financial Service Provider

Website

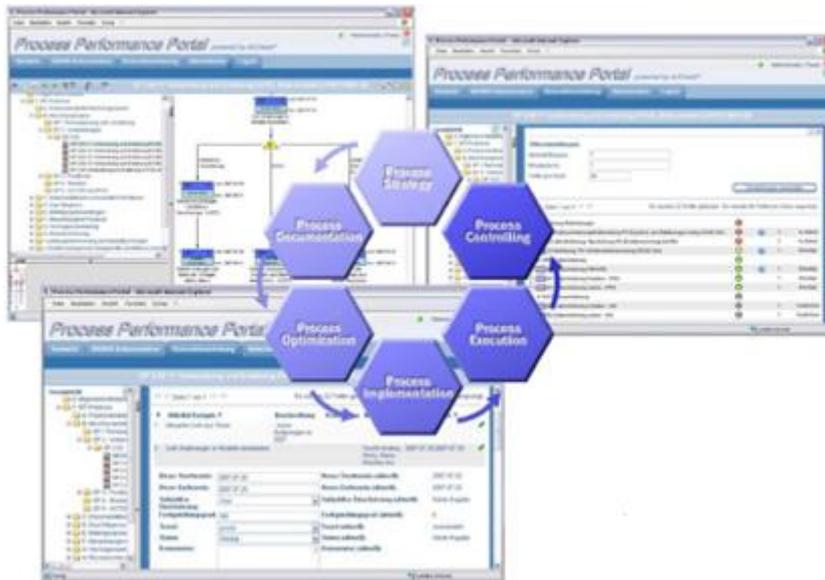
www.generali.at

Scheduling and Capacity Planning

Out of the current process documentation, updates of the closing processes are created quarterly and added with schedule accorded relevant data. Those are based on historic monitoring and on new planning documents. In the followed capacity report one can find the days off on the one hand and the analysed 'peak-period' on the other hand.

Scheduling and Capacity Monitoring

As a result of the process based scheduling, process models are taken for example of the end-of-quarter closing. These are provided in the ADONIS process performance monitoring portal in the intranet for every employee involved in the process. The cockpit shows among other things the status of the process development. In case of manual steps the process progress is directly captured by the process employee in the portal and published online. The status can also be imported through interfaces with the operative system.



Risk Management and Internal Control

New challenges were delivered in the technical part as well as in the business part caused by the use of risk management which was started in the end of 2007.

The process documentation was extended in regard to the expected risks and needed controls. Additionally special risk and control reports along with special views were implemented for appropriate analysis.

GENERALI Holding Vienna AG

Mag. Paul Hoheneder
Leiter Rechnungswesen
paul.hoheneder@generali.at

BOC Austria

Mag. Robert Strobl
Head of Competence Team
Process- and Strategy
Management
robert.strobl@boc-at.com

Web: www.boc-group.com

Imprint: publisher and manufacturer: BOC Products & Services AG, place of publishing and manufacturing: Vienna, Austria; <https://www.boc-group.com/imprint>

IT-based Management Solutions for Your Success