

ABOUT THE CLIENT

The Argus Group is a leading provider of Group Health Insurance plans and offers a comprehensive suite of financial products and services. Based out of Bermuda, the company is committed to delivering high-quality solutions to their clients.

STREAMLINING OPERATIONAL EXCELLENCE WITH DECISIONS

BUSINESS CHALLENGE

Before adopting Decisions, The Argus Group had been utilizing a traditional RPA-based solution for approximately two years. While the RPA tool was useful for mimicking user interactions and automating data entry capture tasks, it had limitations in handling more complex processes. This resulted in certain pain points as the RPA processing fell short of fully addressing all their automation needs.

APPROACH & DISCOVERY

Driven by their commitment to continuous improvement, Matthew Koen, the technical solutions architect at The Argus Group, and his team took the initiative to search for an enhanced automation solution. They sought a platform that could provide more advanced capabilities to meet their automation requirements. Through their research, they discovered Decisions and were impressed by its ease-of-use and its unique ability to self-document while building processes. The visual representation of workflows stood out as a powerful feature, allowing them to vividly illustrate and share these workflows with their business users whenever they needed to share valuable insights.

PRODUCT IMPLEMENTATION

After careful consideration, The Argus Group implemented Decisions as their preferred automation platform. The team was won over by Decisions' unique capability to expose workflows as APIs, enabling smooth integration with their integration platform and existing tech stack. This was a crucial feature that would significantly enhance their overall automation potential.

Thanks to the support of the professional services and customer success team, the Argus Group experienced a seamless onboarding progress. With guidance from their account manager, they were able to quickly adopt the software and integrate with their existing systems. The implementation process was completed within a matter of days, ensuring a swift transition to Decisions.

RESULTS & IMPACT

After adopting Decisions, The Argus Group experienced significant benefits:

Visual Workflow Mapping: Decisions empowered the team to visually map workflows and easily share them with business users, facilitating improved communication and comprehension.

Agile Development: Decisions has helped the team embrace agile and swift tool development, resulting in faster project turnaround times.

Performance Tracking: Decisions facilitated the tracking of key metrics and KPIs, delivering valuable insights to key stakeholders.

The internal feedback has been overwhelmingly positive, with the entire organization expressing keen interest in investing more in Decisions.



“Decisions’ structure has so much power and flexibility. It’s fully integrable, and its exposed APIs make it compatible with any technology implementation. It’s an ideal tool for driving process automation and enhancing overall efficiency.”

MATTHEW KOEN, TECHNICAL SOLUTIONS ARCHITECT



Multiple projects are already in progress, and The Argus Group has established an operational excellence team dedicated to identifying additional use cases for digitization through Decisions. Their primary focus is to streamline operational work, increase productivity, and create powerful tools that contribute to wider operational excellence.

ABOUT DECISIONS

Decisions is leading the Automation Revolution. Decisions is one complete automation solution for Fortune 2000 financial services and healthcare companies. Customers use the Decisions Intelligent Process Automation (IPA) platform to write applications and build automations to fix customer experiences, modernize legacy applications, and automate anything and everything in their business. Visit [Decisions.com](https://decisions.com) to learn more about the Automation Revolution.

Contact us at decisions.com



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