

ABSTRACT

Fajar Riyanto Suryadi. 92318018.

Development and Engineering of Insurance Broker Business Operational Systems
Using BPMN

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In the world of insurance, there is a lot of data that must be processed quickly and accurately. All data processed consists of customer information data, benefit information data, claims information, claims transaction data, policy information data, heir information data and all data needed by insurance in managing customer risk. Diverse demand for benefits for types of insurance products has become commonplace in the world of insurance, the role of an insurance broker as a client representative is very important in the world of insurance. Insurance brokers help business actors, both individually and as a company, to find the most appropriate and effective benefits for companies to apply in the company. The insurance broker will act as a consultant and will carry out an overall company analysis from finance, risk analysis, existing human resources, and other factors needed in making the most suitable benefit proposal for the company.

To overcome the problems and business governance that occur, it is advisable to develop a broker information system that can accommodate all business processes that occur at PT CID in accordance with applicable standard operating procedures. In system development, business process reengineering is carried out in current business processes. To help reengineer business processes, the BPMN method will be used to document business process simplification.

Keywords: Information Systems, Process Re-engineering, Business Automation,
Bonita BPM, BPMN
Bibliography (2011 – 2019)