

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

Overview
<b>Basler Versicherungen</b> Basel, Switzerland www.baloise.ch
<b>Industry</b> <ul style="list-style-type: none"> <li>Insurance</li> </ul>
<b>Employees</b> <ul style="list-style-type: none"> <li>3,400</li> </ul>
<b>Products and services</b> <ul style="list-style-type: none"> <li>IBM Lotus Workflow</li> <li>IBM System z9 Business Class</li> <li>IBM Global Business Services – Application Management Services</li> </ul>



*“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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