

## PROVINZIAL CASE STUDY:

An embedded reporting solution that has consolidated and replaced five different reporting tools.

## PROVINZIAL

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Matthias Werninghaus,  
IT SERVICE MANAGER  
WESTFÄLISCHE PROVINZIAL



## Background

Westfälische Provinzial Versicherung AG, headquartered in Münster, is a leading property and casualty insurer, and part of the Provinzial NordWest Group. Its 1.8 million customers include private individuals, commercial and industrial companies as well as institutions and farmers. Under the umbrella of the second largest public insurance group in Germany, Westfälische Provinzial is proud of its “always there, always close” customer service, and its ability to take advantage of support from the wider Group, which employs over 3,000 people and extends to approximately 10,000 employees across local insurance agencies.

## Challenges

The IT department of the Westfälische Provinzial had an ambition to improve IT reporting. The department was looking for a powerful yet simple reporting tool for its 450 employees. Five different reporting solutions existed, and they wanted to consolidate them in a single web-based solution. It was of primary importance to map out the key technical requirements and their operational processes as they looked for a new solution.

Matthias Werninghaus, IT service manager at the Westfälische Provinzial, really liked the reporting solution that he had already introduced with BMC’s IT service management tools: Smart IT, My IT, and Remedy to Westfälische Provinzial. He quickly realised that Yellowfin was the analytics and data visualisation software behind BMC’s SmartReport interface and started to investigate further. However, the Remedy SmartReport module restricted access to only one data source, but after further research, Werninghaus understood that Yellowfin was able to access numerous data sources and provide the comprehensive reporting they were looking for.



During the selection process, the IT team also considered the embedded analytics software, BIRT iHub from Actuate, Microsoft's SQL Server Reporting Services and Crystal Reports. Again the decision to choose Yellowfin was easy. The team felt that Yellowfin was a well thought-out, and easy to use tool. In addition, Westfälische Provinzial was pleased to find Yellowfin had a strong local presence in Germany, and a good track-record in embedding analytics and understanding customer challenges. Another critical success factor was Yellowfin's partner, Amexus, who supported the internal development of their BEKS tool and set up key reports and processes to enable their IT Team.

"Yellowfin's functionality is extensive, yet the administration console is well structured and easy to grasp. The learning process was well supported by Yellowfin University which offers guidance around numerous videos and support articles. It's a fantastic all-round solution!"

Matthias Werninghaus,

IT SERVICE MANAGER  
WESTFÄLISCHE PROVINZIAL



## The Solution

Since the roll-out of Yellowfin, numerous reports from the other solutions have already been integrated into a single dashboard. Yellowfin provides insights to executives, across departments, and employees in variety of roles. Embedding Yellowfin into existing applications, tapping into systems, has made it possible to access the relevant reports directly from dashboards and reports without hopping from one platform to another. As a result, IT problems in Westfälische Provinzial can now be solved quickly and efficiently.

"Yellowfin convinced us with its clear design, well thought-out concept and performance. The software helps us optimise our IT service management processes. It ensures that employees in various roles receive direct access to relevant reports, which makes their work considerably easier. We are very happy with our approach to consolidating our reporting tools into one web-based solution" concludes Werninghaus.



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