**bmc** Control-M
For Finserv

# Going beyond IT

Harnessing fast data access to support Unum's growth strategy.

When Unum Group acquired Starmount Life Insurance Company in 2016, it had the opportunity to grow its market share by adding dental and vision benefits to its portfolio. Unum recognized that the performance of its IT systems would directly impact its ability to provide these new benefits to customers. Here's how Control-M supported Unum through its digital transformation and created positive and immediate impacts throughout the business.

## FROM COMPLEXITY

The process of reviewing, approving and paying a dental claim involves multiple business users, databases and systems. Without automation, batch cycles can be demanding on IT teams. They can require a tremendous amount of manual effort to support and maintain, while affecting the availability of business applications.

Control-M has been an integral part of our digital transformation journey. The more we seek to automate within our organization, the more streamlined our business will become. More importantly, automating our processes allows us to deliver the ultimate customer experience for our customers and providers. And, we are in a position to handle the anticipated growth of our business.

Zach Warren, Senior Software Engineer, Unum

## TO COMPETITIVE ADVANTAGE

With Control-M for Databases, Unum was able to automate its workflows and enhance its claims adjudication capabilities. The business can now scale up without the need for additional IT staff.

### Automated claims adjudication

By reducing the workload for both the IT team and the Claims Department, the company can handle more claims and is in a better position to grow.

### 95% faster data management

Control-M improved the flow of multiple data transfers and created a more efficient data management system. It has also enabled a completely automated data transfer process - eliminating almost all need for manual attention.

### Simple web interface

Non-IT users can now run complex and dynamic reports without submitting requests to the IT team.

### IT requests down by 200 per month

The business has been empowered to access data quicker, reducing IT requests to 250 per month.

### Thousands of dollars saved

This has been achieved by reducing the number of IT requests and enhancing productivity.

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