

August 24, 2009 – Company Announcement

Press Officer:
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IT service provider Consist in demand as process consultant in the insurance industry

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DOMCURA brings process management to a new level

In the context of its quality policy, the Kiel insurer DOMCURA also relies on the competence of an external specialist. Since the end of 2006, DOMCURA has worked with Consist Software Solutions to optimize the company's own internal process management system.

Kiel – "The company has made great progress. We are just in the process of shared training events, where participants from all departments are familiarized with the details of process management. They will then take that knowledge back into their own areas," describes Jörg Dunkel, Consist process consultant. "The important thing is that DOMCURA needs to stay on the ball - process management must be pursued over the long term and in a sustainable manner."

DOMCURA's successful process management forms the basis of the DIN EN ISO 9001 certification granted at the start of the year by TÜV Rheinland.

Process management as competitive advantage

Although primarily larger companies have driven process management in the past, increasing competitive pressure in recent years has caused midsize companies to recognize this topic as an important success factor as well. The goal of process management is to improve business processes in order to increase efficiency and quality while still reducing costs. Tasks should be solved with a holistic view consistent throughout the organization. Responsibilities don't end at the boundaries between

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departments; tasks are only completed when the process itself ends successfully.

"The thinking has to change – outside the box. Proactive action is a significant cornerstone of process orientation. Sensitizing employees to this is a great challenge. You have to get people excited!" explains Karlheinz Kellert, IT head at DOMCURA. And the figures show that this development is on the right track. "We measure results and determine savings effects in significant amounts," says Kellert.

External support by Consist

To develop process management continually, DOMCURA works closely with Consist Software Solutions. The Kiel IT service provider supports the process in design, with consulting, and in implementation. For example, Consist advised DOMCURA in requirements management and handled parts of the project management. The IT company also helped develop the training concept, and trained key department personnel at DOMCURA as multipliers.

Furthermore, DOMCURA AG is currently developing a system of metrics for process control, and Consist is helping in choosing the architecture and implementing the system. Besides the selection of suitable tools and the construction of a data warehouse, this also includes the integration of existing data into the new system of metrics, as well as the design of architecture, data models, and processes.

"DOMCURA AG is taking some interesting paths, and new technologies are moving in. It's good that Consist can be a partner in this process," says Dr. Ingo Büll, Vice President of Business Development at Consist, when asked about the trusting collaboration of the two companies.

"Consist meets our quality requirements very well, both personally and professionally. And of course, their regional proximity is positive for our cooperation," says Karlheinz Kellert.

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Press Release



Coming soon: Modernization of the IT infrastructure

DOMCURA's next step is the restructuring of the technical infrastructure. A service-oriented architecture will be implemented as a company-wide approach. The projects arising in this context will benefit greatly from the development of process management.

This press release contains 3242 characters (including spaces), with an average of 62 characters per line. You can also find it at www.consist.de/www/en/press/

More information:

- About Consist: www.consist.de/www/en/index.html
- About DOMCURA: www.domcura-ag.de

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About Consist

Consist Software Solutions GmbH is a specialist in tailor-made applications and selected software solutions.

Consist Software Solutions has over 25 years of experience in information technology (IT). The strengths of the company are its expertise in both classical and modern technologies, its manufacturer independence, its professionalism, reliability, and commitment.

Its subsidiary Consist ITU Environmental Software GmbH – Consist ITU for short – is the specialist in Europe-wide IT solutions for waste management.

Mission

True to the slogan Pushing IT forward!, Consist Software Solutions uses innovative IT solutions to shape the information technology of its customers. Our company discovers opportunities and implements innovations, thus increasing the competitiveness of its customers. Since 1983, the company has already helped more than 600 well-known enterprises and organizations to create significant added value in this way.

Service portfolio

The business activity of the internationally active enterprise is based on the three pillars "Professionals & Projects", "Managed Services," and "Solutions".

In the "Professionals & Projects" area Consist Software Solutions concentrates on IT consulting, projects, and the provision of qualified IT specialists (sourcing).

In the context of "Managed Services," the IT enterprise handles the maintenance and continued development of custom software (Applica-

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Company Portrait



tion Maintenance Services) and offers cost-effective offshore development within the Consist Group (Consist Group Services).

The business area of "Solutions" includes solutions developed in-house, like the IT solution Modawi for electronic data exchange in waste management, the tracking software VERS, and the PerfoMon performance monitor.

Target market

The target market across all industries consists of midsize and large enterprises and organizations, primarily in Germany, but around the world as well.

Shareholder and figures

Since 1995, after its purchase from the Krupp Group, our company belongs to the Consist World Group.

The shareholder Consist Software Solutions Inc. in New York is a software company with over 35 years of experience in IT. Within the Consist World Group, our company is the largest subsidiary in Europe. In 2008, sales are projected to have reached 17.3 million Euros with approximately 170 employees.

Web: www.consist.de/www/en

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About DOMCURA

DOMCURA AG, an insurer based in Kiel, sees itself as a provider of innovative and forward-looking insurance concepts, and a partner for comprehensive solutions from a single source. As an insurer, DOMCURA AG is equipped with far-ranging signing powers from the well-known insurance companies it represents. Its services range from applications to independent policy conclusion to contract administration and debt collection.

The core of the DOMCURA insurer business process is the "insurance factory". Here, the different offers and services provided only by established insurance companies are verified and combined to meet requirements. More than 200 employees, including insurance salespeople, lawyers, economists and business managers, and experts in marketing and sales, develop innovative powerful solutions within the network. DOMCURA develops new concepts and standards in cooperation with insurance providers, brokers, and customer, continually setting new standards in insurance management.

The ratings of independent institutions such as RatingSieger, Focus Money, and Ökotest give DOMCURA insurance concepts the highest grades again and again. Quality, reliability, and competent customer service are in the foreground of daily activity at DOMCURA AG. In particular, the service centers ensure the end customer and the sales force quick, comprehensive, and reliable processing of the continually increasing number of requests on the market.

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