



## Malaysian Insurance Company Increases HR Efficiency with Collaborative Platform

### Overview

**Country or Region:** Malaysia

**Industry:** Insurance

### Customer Profile

MAA Assurance is a public-listed insurance company with over 1000 employees, and handles both general and life insurance for over one million Malaysians.

### Business Situation

Despite an extensive IT Infrastructure, MAA still had problems, particularly with collaborative and sign-off related documents.

### Solution

MAA partnered with ISA Innovations to deploy Microsoft Office 2010 and SharePoint Server 2010.

### Benefits

- Improves HR processing
- Reduces costs
- Secure file sharing
- Common platform for growth

“HR is estimating a 75 percent increase in efficiency in processing leave applications due to SharePoint 2010.”

Jimmy Yeoh, CEO, MAAGNET Systems

MAA Assurance, one of Malaysia’s leading insurance companies, had a workforce getting increasingly impatient waiting weeks for leave application approval. To speed the process, the company chose to work with partner ISA Innovation to move its leave application system from a traditional printed form to developing robust leave application software on Microsoft SharePoint 2010. Having reduced leave application processing by 75 percent, MAA Insurance has reduced costs through easy access by employees to the SharePoint site, enabled secure file sharing and now has a common platform for developing further applications.

## Situation

MAA Assurance is a public-listed insurance company with over 1,000 employees, and handles both general and life insurance for over one million Malaysians. Its employees are spread between its headquarters in Kuala Lumpur and over 44 branches between East and West Malaysia.

While most of their staff were already on Microsoft Office 2003, various functions within the company were still done through make-shift solutions. For instance, if any employee wanted to apply for leave, he/she would still have to fill up a traditional printed leave application form, due to the need for physical sign-offs.

MAA employees submitted 21,134 leave applications in 2009. "These forms would be sent to the employee's immediate superior and then to the division head. This process would take two to three days to reach HR if they come from our headquarters and three days or more if they need to be couriered in from one of our branches," said Jimmy Yeoh, CEO of MAAGNET Systems, MAA's internal IT resource company. "On top of this, our staff like to photocopy and keep copies of their applications for future reference - a waste of resources and time."

Yeoh has estimated that total man-hour time to process these applications was around 4,226 hours last year.

Aside from the leave application system, another make-shift solution was the way employees were currently sharing files, which was through public shared folders running on their Microsoft Exchange Server 2003 server. "We did not have a depository for common documents, which we can now manage well. Previously, we put it in the Microsoft Exchange Server 2003 public folder, which wasn't exactly the most secure," says Yeoh. While adequate, employees found

it difficult to handle version control, and appropriate access to files.

## Solution

Having used Microsoft products for the better part of two decades, MAA were eager to try the new Microsoft Office 2010 suite of products, especially in collaboration with Microsoft SharePoint Server 2010. Through its partner, ISA Innovation, it implemented Microsoft Office 2010 and SharePoint Server 2010 to 80 users from MAAGNET Systems, MAA's internal IT company.

"MAAGNET is a profit organization, with 10 million ringgit (U.S.\$3.2 million) in revenue. Our primary function is to support the entire group's needs from helpdesk to network and development. Our staff are already highly trained in Microsoft products, so it was an obvious choice for the pilot programme," says Yeoh.

To start off, ISA Innovation ensured that existing content from the company's existing Microsoft Exchange Server 2003 public folders were fully migrated over to SharePoint Server 2010 document libraries on the new Intranet portal "Our priority was that these documents would be securely accessible anywhere, anytime by all users," said Lim Fun Jin, CEO, ISA Innovation. "We also migrated all collaborative Intranet portal functions and departmental sites."

Lim's team worked together with MAAGNET to develop custom applications on top of SharePoint Server 2010 to ensure that the company would be well equipped to operate, extend and enhance the new Intranet Portal platform, and able to respond rapidly to business demands.

As with most Microsoft products, implementation was smoothly carried out in a brief three month timeframe. Since then, MAA has also created a form within

SharePoint Server 2010 for leave applications that allows sign-off requests to be emailed to the appropriate signees, and automates the entire process of leave application.

"Most of our programmers are already doing work with Microsoft Visual Basic and Microsoft .NET, so we're familiar with developing on the platform. It's easy to find staff who are already trained in Microsoft products and the development platform," says Yeoh. Using SharePoint Server 2010 the applicant's available leave is checked against the HR database automatically before leave approval is granted.

MAAGNET are also utilizing SharePoint Server 2010 to share files, with full version and access control now granted through each user's profile.

"Once the initial pilot is approved, the remainder of the office will also be migrated to Office 2010 and SharePoint server 2010," says Yeoh.

## Benefits

### Improves HR Processing

Through the implementation of eLeave, with SharePoint Server 2010, leave forms are now online. Because of the email notifications to the relevant signees and digital signature sign-offs, approval times are counted in hours, not days.

From last year's estimate of 4,226 man-hours to process leave applications, Yeoh estimates that this year, that figure will drop significantly. "Considering it used to take an average of 1 man-hour for every 5 leave applications, HR is estimating 20 leave applications can be processed per man-hour," says Yeoh. "That's a 75 percent increase in efficiency."

### Reduces Costs

On top of this, forms are no longer required to be couriered, faxed, or even printed in the first place. "Not only are leave applications faster, but since there are always copies available on the server, employees no longer need to photocopy, or use couriers to send the copies around," says Yeoh. "While we haven't yet calculated the potential savings from paper and courier, it will be sizable."

### Secure File Sharing

Through file sharing via Microsoft SharePoint Server 2010, employees can now set access based on profile levels, and even inform other users of changes made to a file, with an easy interface to track changes. On top of this, with Microsoft SharePoint 2010 Enterprise Search, any file is just a click away.

### Common Platform for Growth

In light of these developments, and the collaborative structure of Office 2010 with SharePoint Server 2010, MAA is convinced that it is only seeing a fraction of the potential. "There are many instances like our leave application system which are overdue for an upgrade. With more of our employees moving to SharePoint Server 2010, there is now a common platform for us to develop further applications to take advantage of the software," says Yeoh.

"We've been running on Microsoft for office automation for almost two decades now. We believe in Microsoft R&D to take the products to the next level," Yeoh continues. "Other products have been absorbed by other companies, and left us high and dry, but with Microsoft, the roadmap and continuity is very dependable for the long run."

## For More Information

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## Microsoft Office 2010

Microsoft Office 2010 gives your people powerful, timesaving tools to do their best work from more places. With new capabilities and insightful updates to Excel, PowerPoint, Word and Outlook, Office 2010 offers the complete package — with familiar, intuitive tools. Now you can express ideas, solve problems, connect with people, and create amazing results — in the office, at home, or on the go.

For more information about Microsoft Office, go to:  
[www.office.com](http://www.office.com)

## Microsoft SharePoint Server 2010

Microsoft SharePoint Server 2010 is the business collaboration platform for the Enterprise and the Internet.

For more information about Microsoft SharePoint Server 2010, go to:  
[www.microsoft.com/sharepoint](http://www.microsoft.com/sharepoint)

### Software and Services

- Microsoft Office
- Microsoft SharePoint Server 2010

– Microsoft Office 2010