DECISION
MANAGEMENT
SOLUTIONS

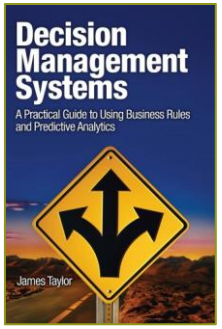
Simplifying Over-Complex Processes with Decision Management

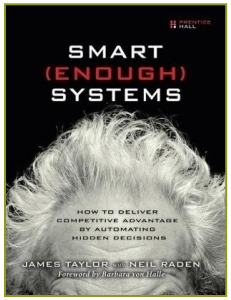
James Taylor
CEO

James Taylor

- CEO of Decision Management Solutions
- We work with clients to improve their business by applying business rules and analytic technology to automate & improve decisions.
- I have spent the last 11 years championing Decision Management and developing Decision Management Systems.

INTERNATIONAL INSTITUTE FOR ANALYTICS





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Simpler

Smarter

More Agile

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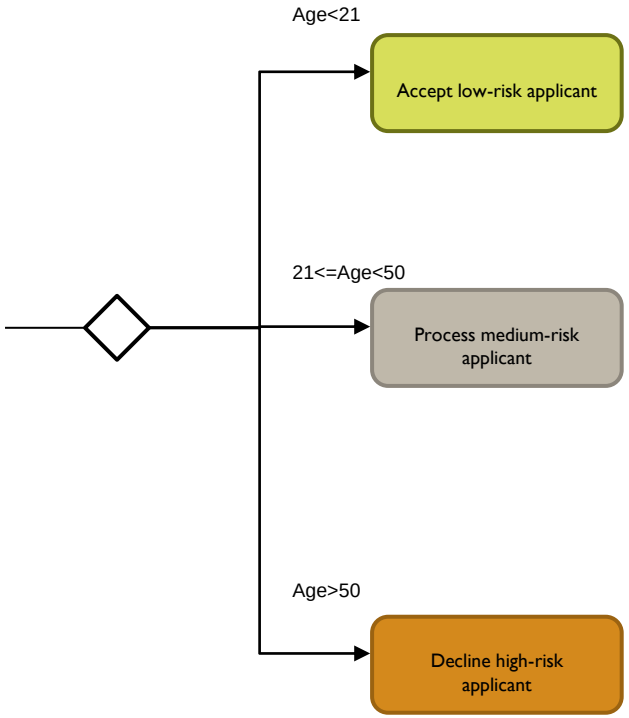

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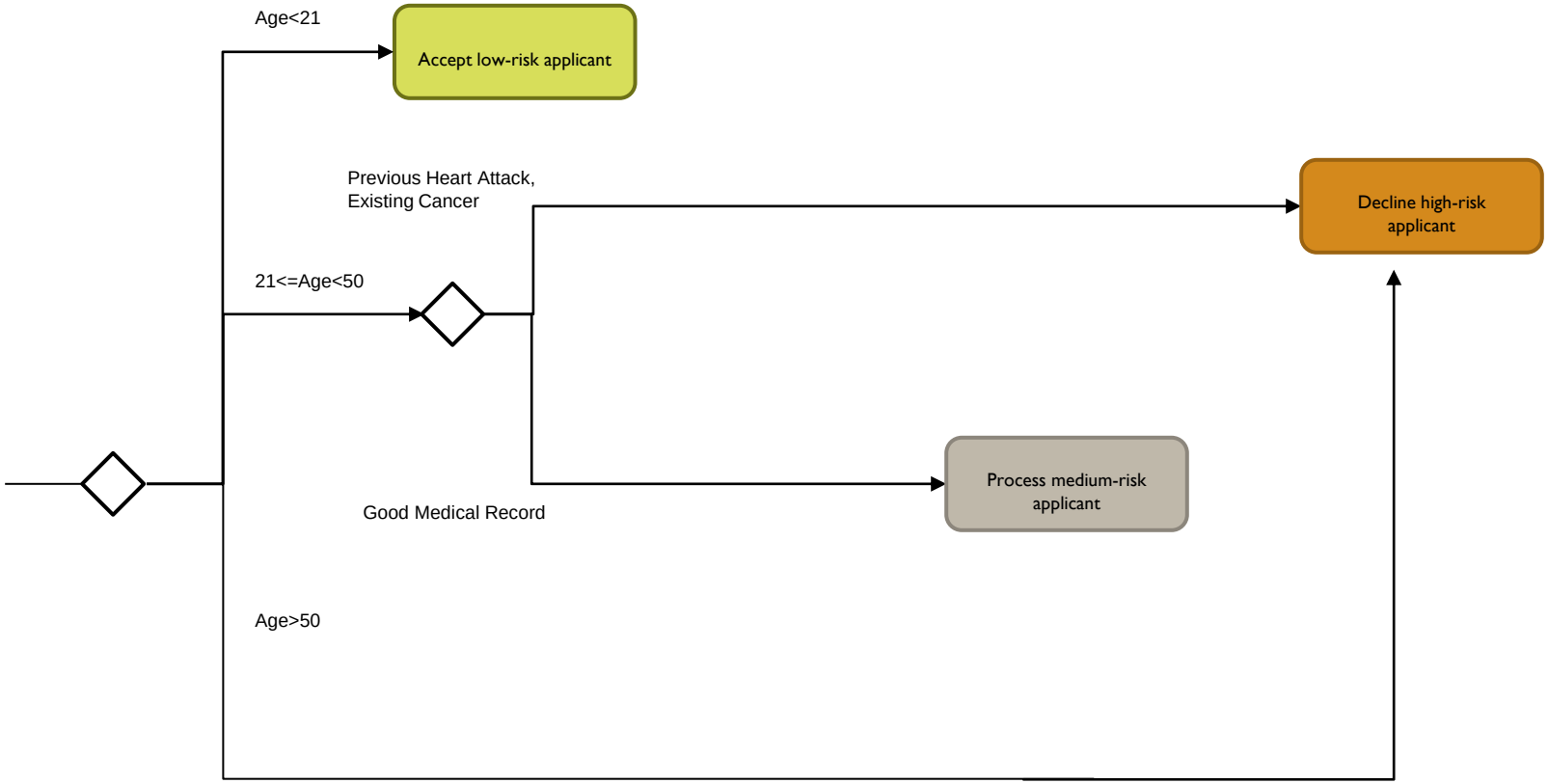

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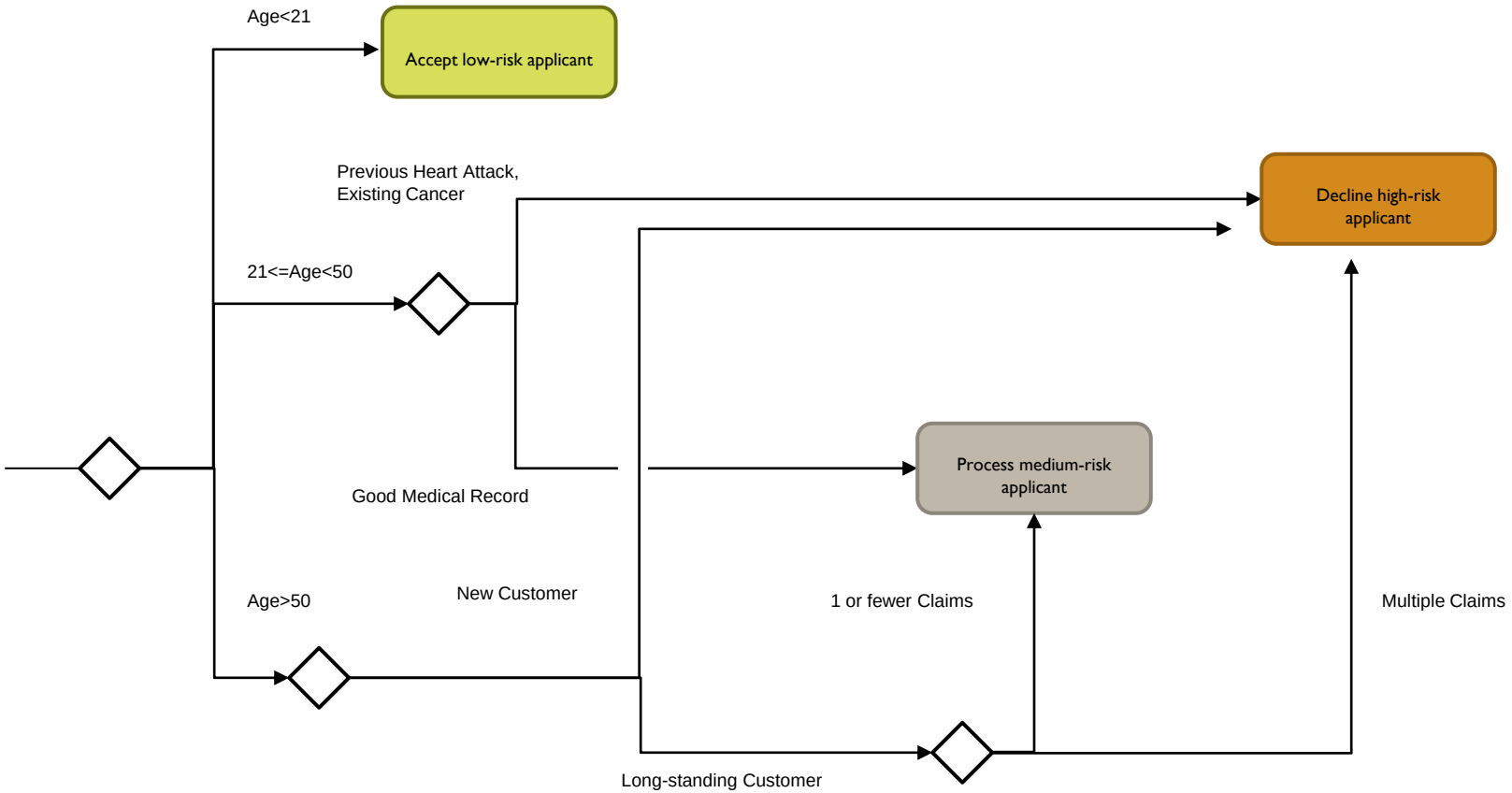
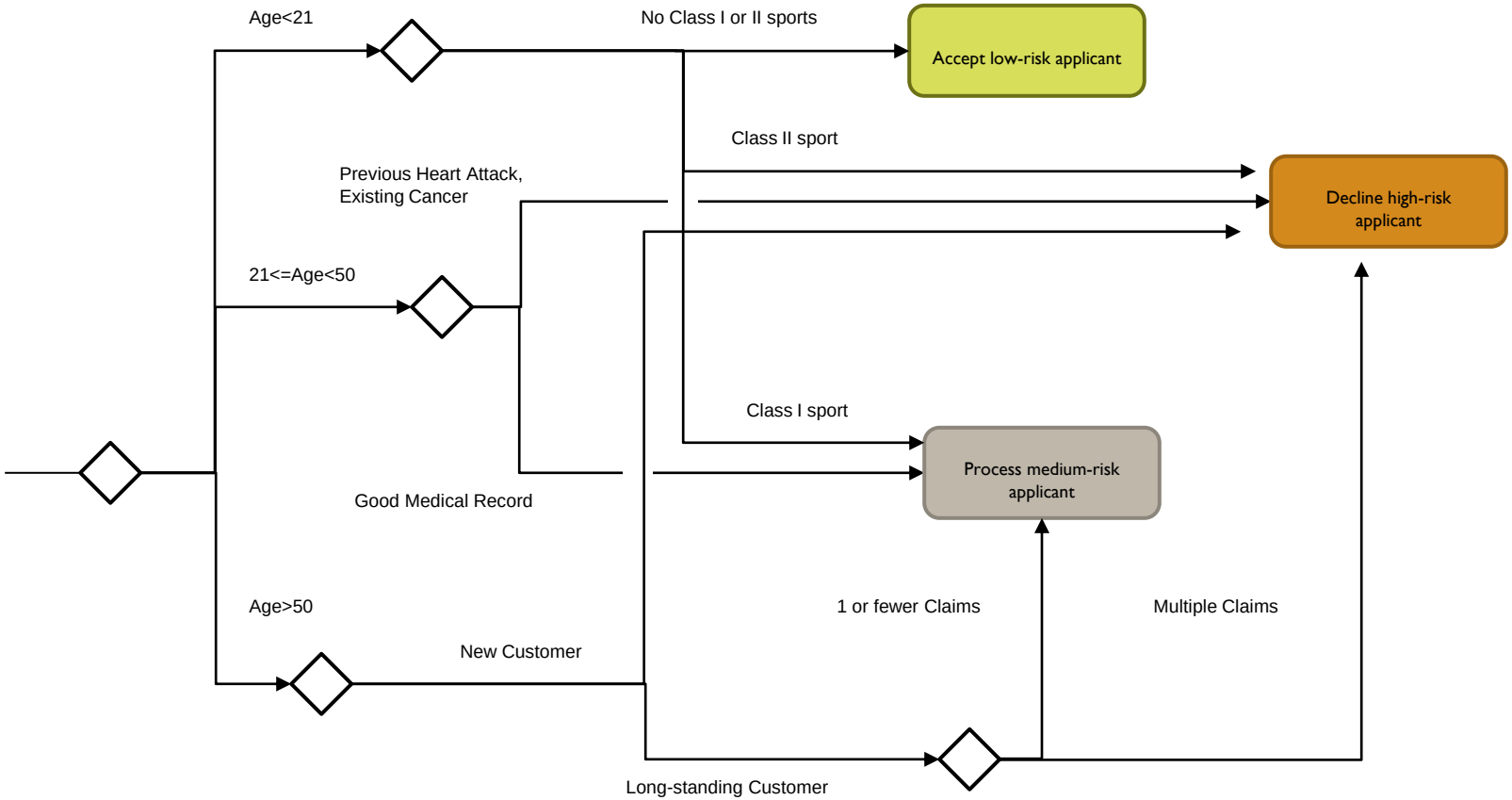
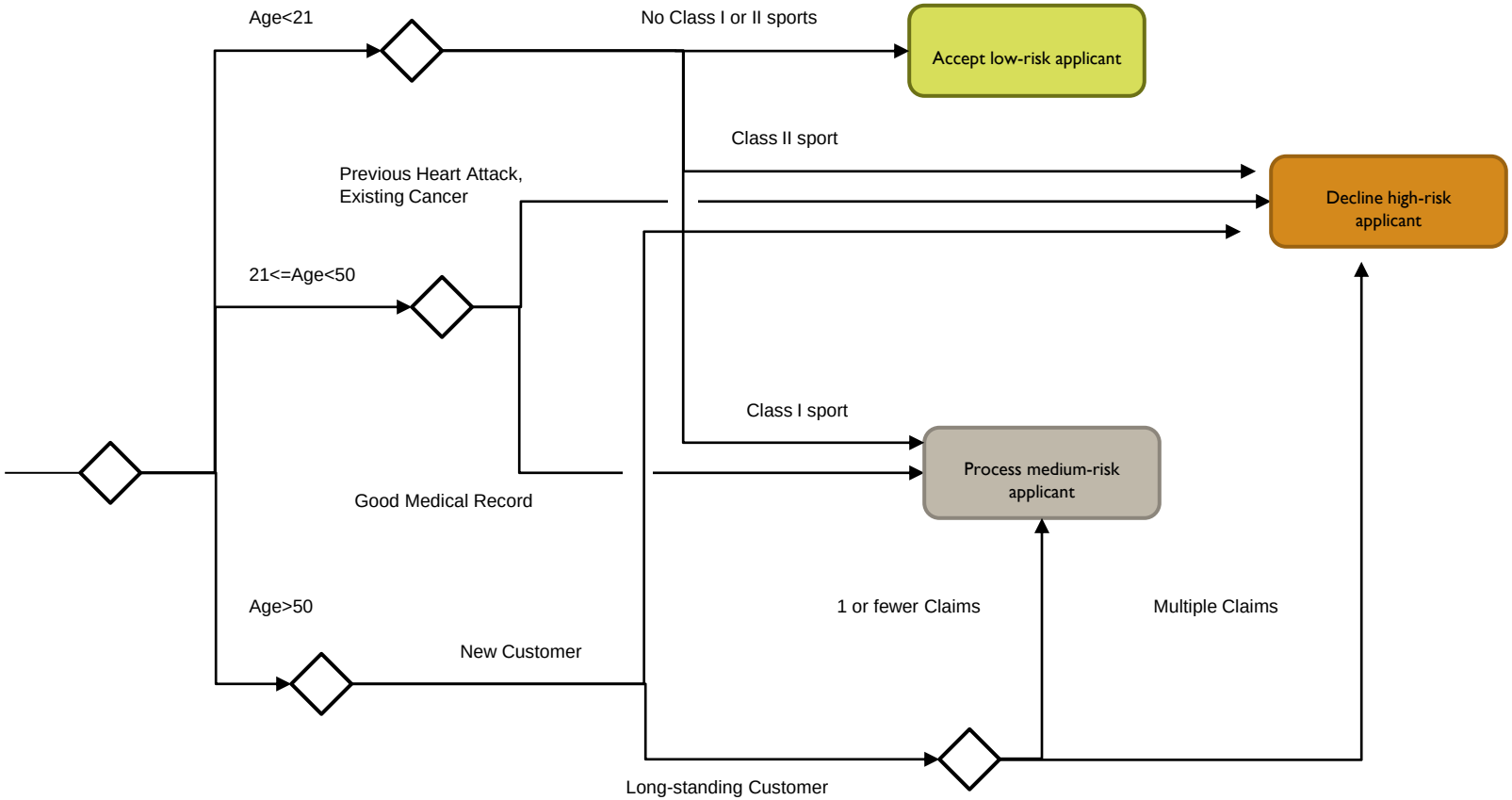

Age<21
Accept low-risk applicant
Previous Heart Attack,
Existing Cancer
Decline high-risk
applicant
21<=Age<50
Process medium-risk
applicant
Good Medical Record
Age>50
New Customer
1 or fewer Claims
Multiple Claims
Long-standing Customer


Age<21
No Class I or II sports
Accept low-risk applicant
Class II sport
Previous Heart Attack,
Existing Cancer
Decline high-risk
applicant
21<=Age<50
Class I sport
Process medium-risk
applicant
Good Medical Record
Age>50
1 or fewer Claims
Multiple Claims
New Customer
Long-standing Customer

Embedding decisions cause complexity



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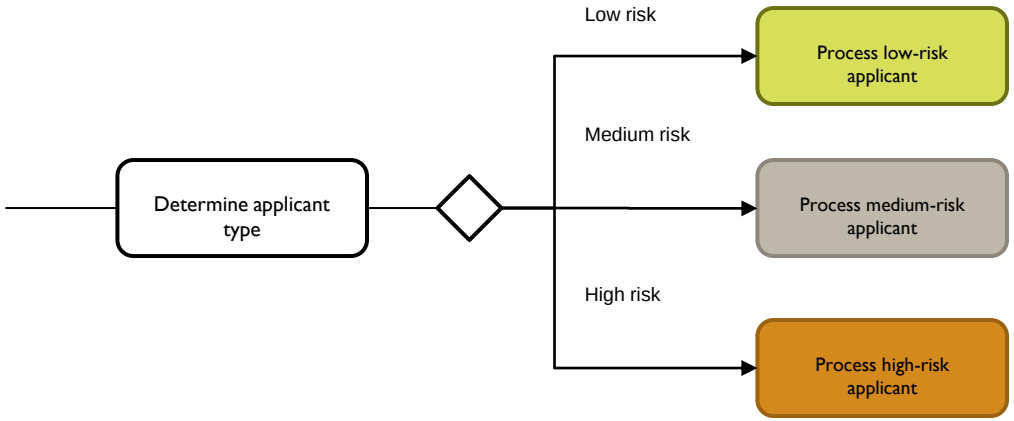
Identifying decisions simplifies processes



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Decision Management

- A business discipline **and** a technology stack
  - Builds on existing IT infrastructure
  - Enhances business processes
  - Leverages analytics to manage uncertainty
  - Increases transparency and business control

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Strategic Decisions

Tactical Decisions

Operational Decisions

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Repeatable decisions

Non trivial decisions

With a measurable business impact

That are candidates for automation

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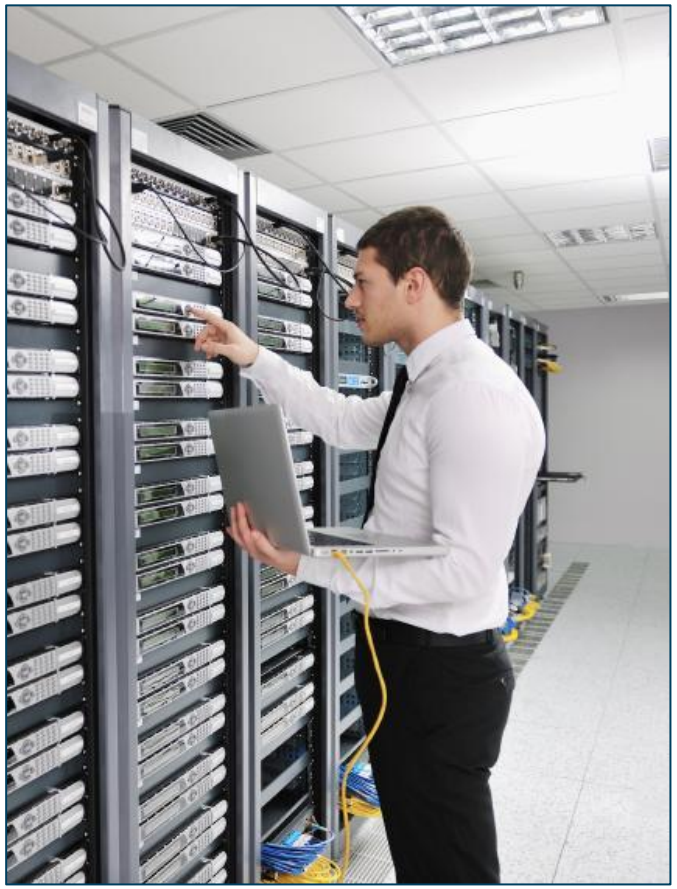
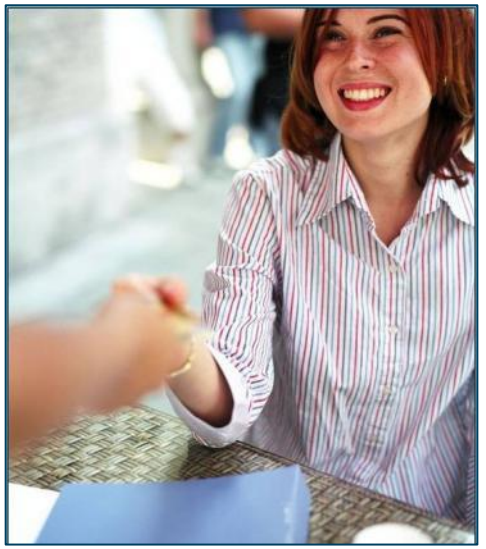
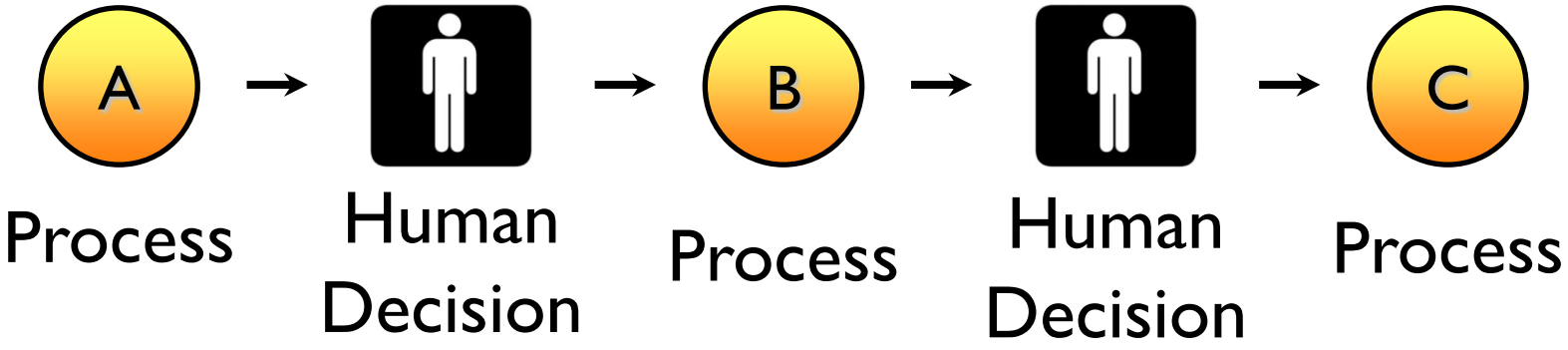


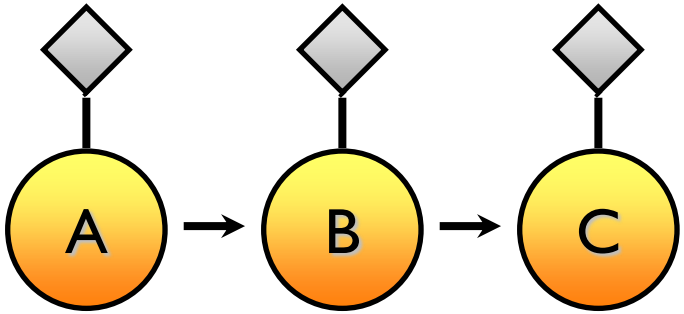


Don't stop for **decisions**



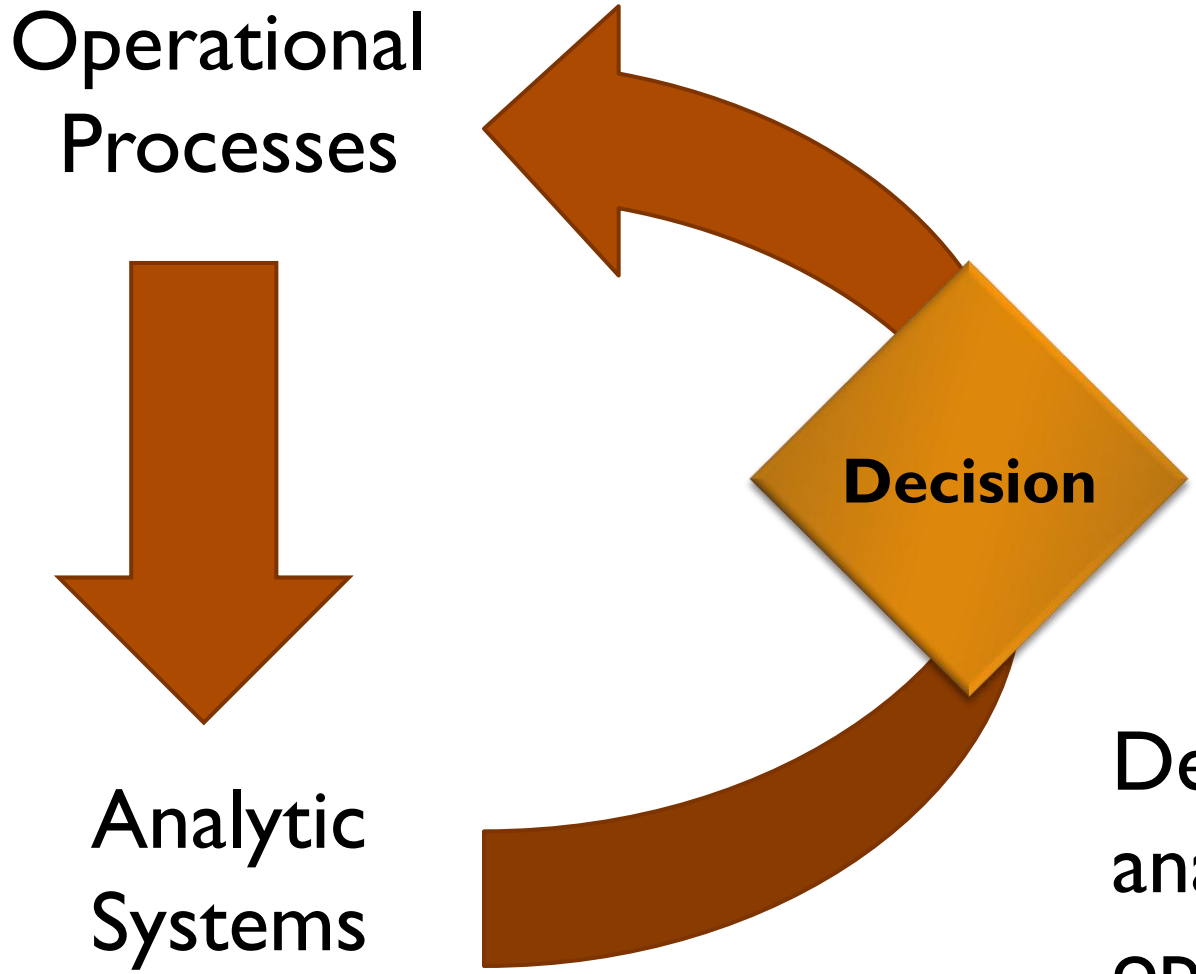
Straight Through Processing

Automated Decisions



Manage Rules
Handle Exceptions

Even Smarter With Analytics



Decisions link analytics to operational processes

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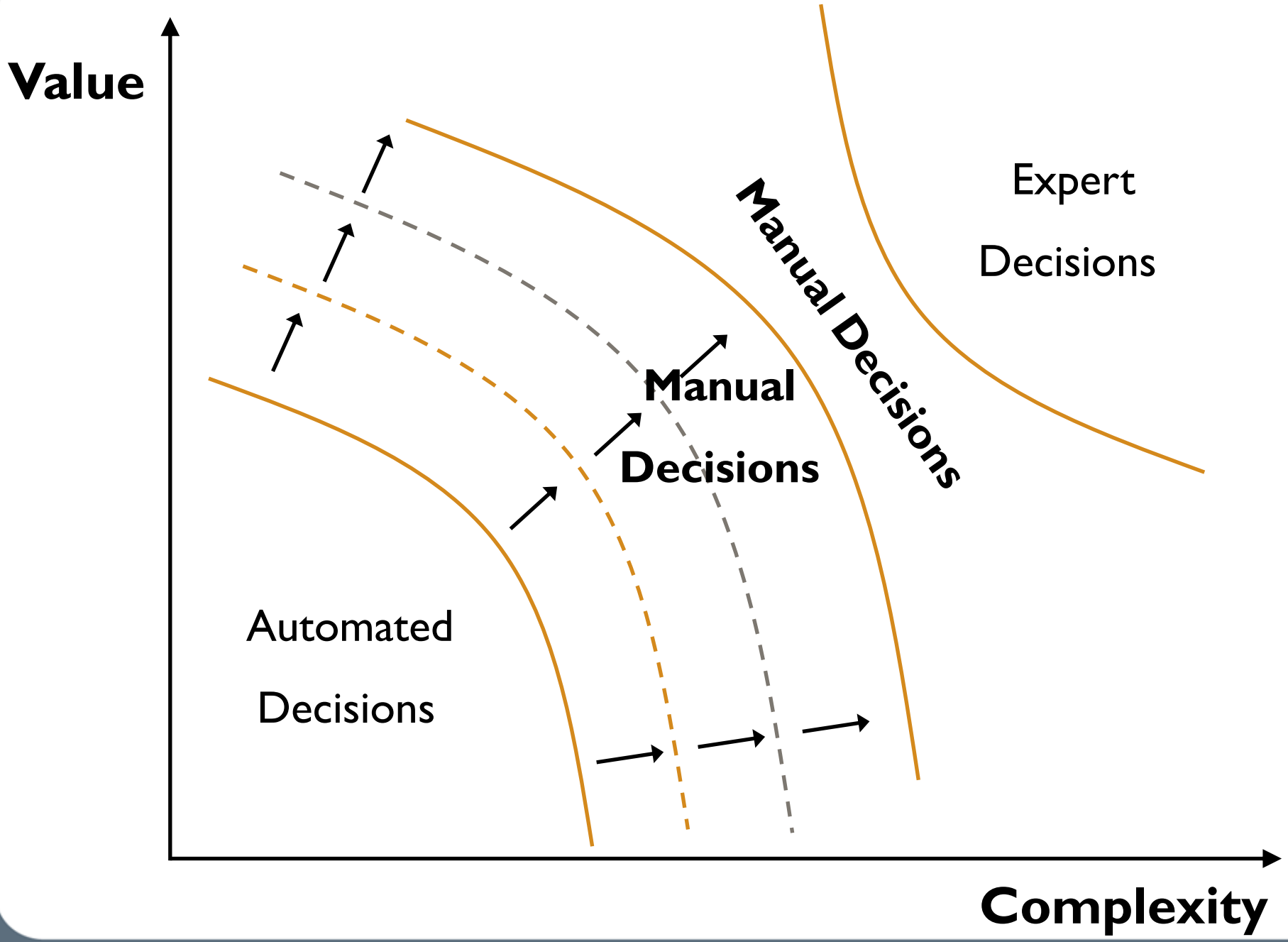

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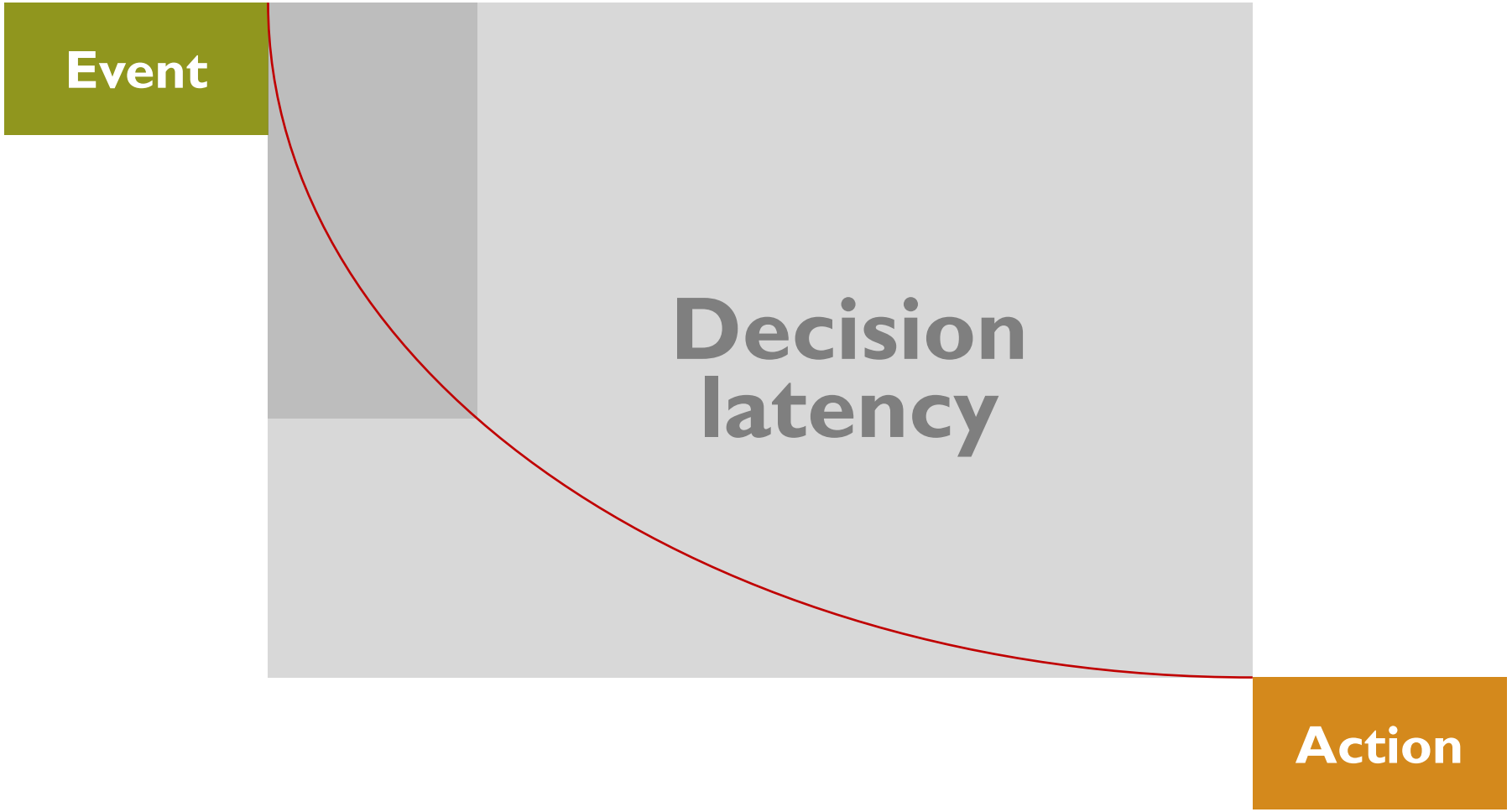
Faster decisions



Higher Value

Decisions are high change components

Remain compliant

Update eligibility

Keep discount competitive

Change risk assessment

Keep deal terms appealing

Fight fraud effectively

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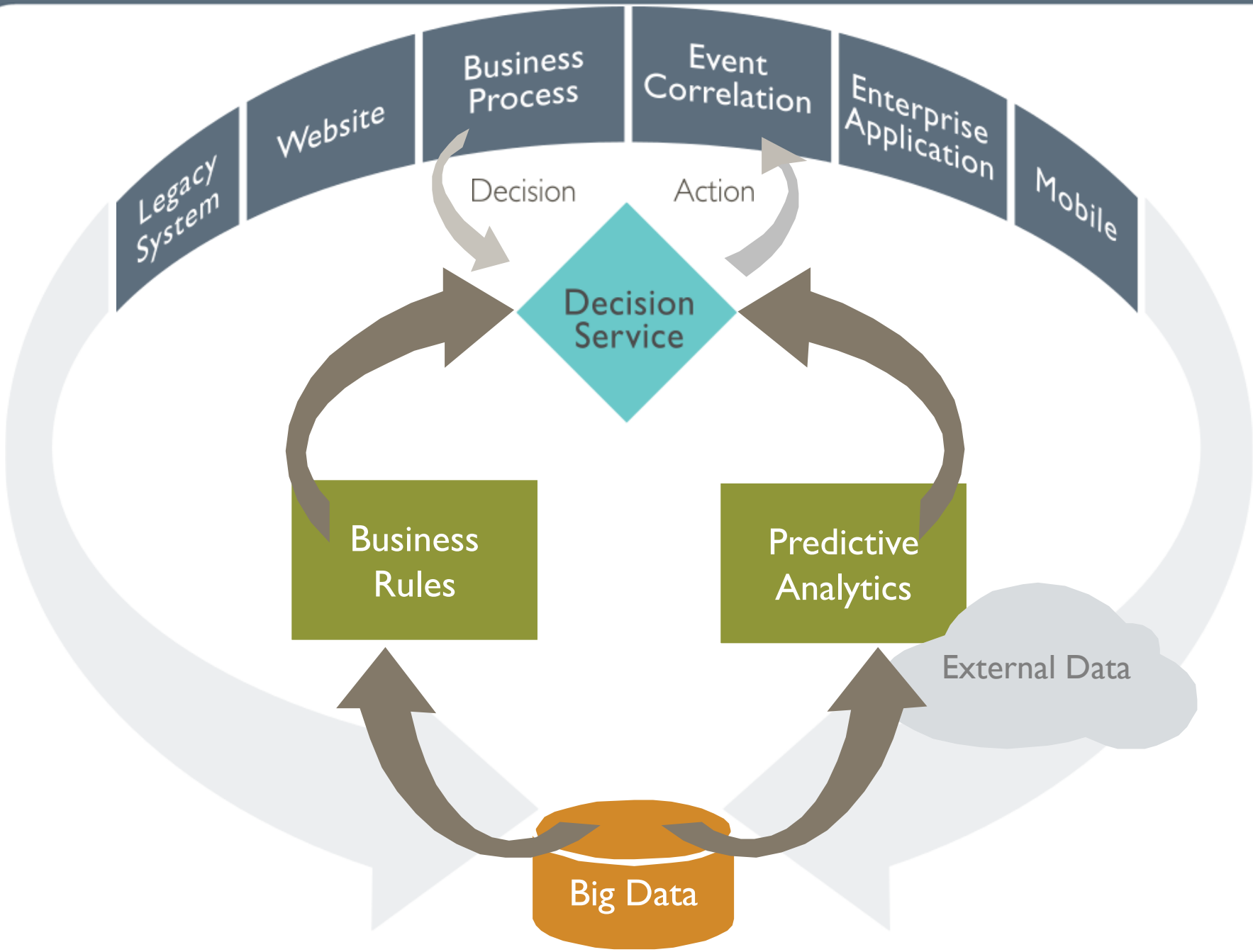
Legacy System
Website
Business Process
Event Correlation
Enterprise Application
Mobile
Decision
Action
Decision Service
Business Rules
Predictive Analytics
External Data
Big Data

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Smarter

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Thank You

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