

Client:

- #1 Insurance company in Malaysia.

CMS Disadvantages:

- Second claim notification for same vehicle could not be handled and instead booked with the next date.
- No centralized scanning of documents.
- No availability of Document tagging for all modules.
- Manual operations like issuance of Claim forms, Preliminary Loss Advice, calculations for different foreign currencies and auto reminders.
- No proper track records for claims with NO RECORDS.

Client Profile

Client is #1 Insurance company in Malaysia. The segments of the Company are investment holding and general insurance, which includes underwriting of all classes of general insurance business.

Situation

Customer satisfaction is the key word for the success of any organization. Quick and hassle free claim settlement by an Insurance company brings in confidence amongst the insuring public. Delay exposes for a higher loss due to manipulation of claims and interest charges. An efficient claim processing system has a direct bearing on the operating results. Improving the claim processing efficiency is often a challenge with product or line of business centric operations limited by legacy systems, manual workarounds and an inability to respond to change. An agile solution minimizes the losses, claim leakage, and reduces the workforce and expenses.

The client wishes to replace the current legacy Claims Management System with a new sophisticated and user friendly system to achieve quick processing of claims to keep in pace with the changing business needs and advancements in technology. The application is intended to work as an independent system, supporting and interacting with the other core applications like IIMS, KAA system, and Motorcycle Fast Track (MCFT) and nsure eCover.

The legacy system was built on VB6 and SQL. Integrating all operations of CMS and giving a fully customizable and component based solution that offered a complete functional coverage across various technology platforms and delivery channels was key challenge.

The Decision to go with nsure eClaims

After weighing alternates, the firm, decided to go ahead with nsure eClaims.

Core differentiators in favor of nsure eClaims were:

- Overcomes all disadvantages faced with CMS.
- End-to-end claims cycle management.
- Document management.
- Collaboration through web.
- Efficient claims case and task tracking.

SOLUTION

- ↳ Fully integrated workflow distribution model.
- ↳ Paperless environment.
- ↳ Notification to closure of claim.
- ↳ Automated processes.
- ↳ Auto distribution of loss adjusters / solicitors.
- ↳ Recoveries from insurers and re-insurers.
- ↳ Control on wreck disposal.

Business Values :

- ↳ Faster vehicle repair and payment.
- ↳ Reduced man-hours per claim, management costs of the claims process and age of debt.
- ↳ Increased opportunity to pursue more claims.

nSure eClaims



Implementation & Success

nsure eClaims is an established product in the general insurance market as a fully integrated Electronic Claim Processing system catering to the requirements of General Insurance Companies (non-life). Its user-component approach provides the insurers with complete operational control and layered architecture. It has easy maintainability, reliable technology support, continuous process improvements, and unlimited scalability with high performance and enhanced speed-to-market.

The overall conversion process followed the sequence of:

- ↳ Gaining complete mastery over the legacy system.
- ↳ Documenting the complete process and improvements that are to be added thereon.
- ↳ Identifying the right technology and resource.
- ↳ Performing a modular analysis and a complete sub-process definition.
- ↳ Performing function point analysis (FPA).
- ↳ Defining boundaries and delivery timelines.
- ↳ Using agile methodology for development.

Technologies used for this conversion process:

- ↳ Re-engineered the legacy system developed in IBM UniData.
- ↳ Business application based on Struts framework with AJAX.
- ↳ Implements the JSP Model 2 Architecture.
- ↳ WebSphere Application Server using Oracle 10g as database.
- ↳ Data mapping through XML between UniData application to current data elements.
- ↳ Performance tuning, stress and load testing
- ↳ Web-based application.

The process of conversion was initiated in June 2008. Within 5 months the first version of the product was released. By April 2009, the entire product was ready-to-market.

Conclusion

A proven business-driven IT model, a structural and process oriented approach in concurrence with a deep assessment of the business scenario and choice of right technologies, has really made the legacy conversion project, a grandeur accomplishment.