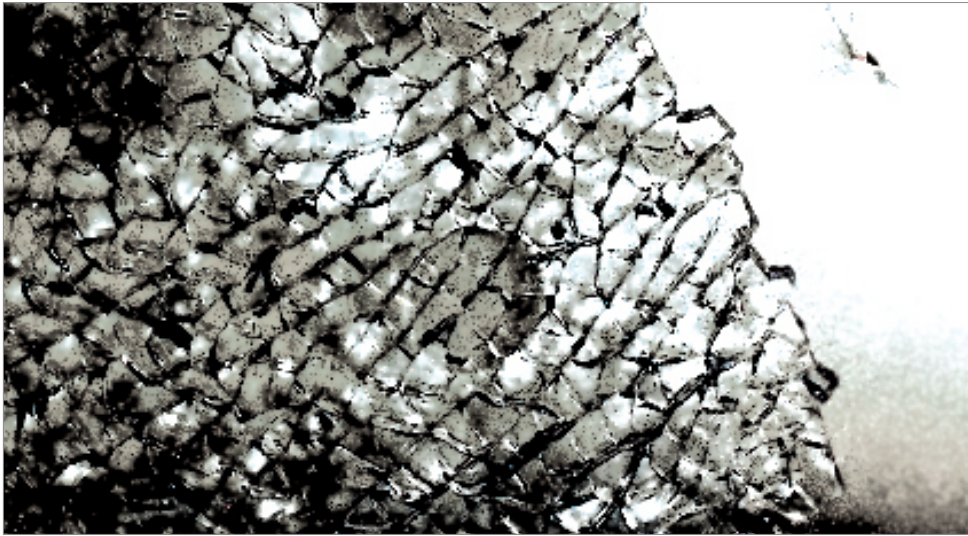


Online Claim Tracking & Management Information Reporting Portal



RSinteract



Microsoft®
SQL Server™

Davies Managed Systems (DMS)

DMS trades within the Davies Group LLP and has a network in excess of 35 offices throughout the UK. It also has a number of joint venture operations in Europe and associations with other practices world-wide.

Making a claim is one of the few times customers have reason to contact their insurance provider. This is often a very stressful time for claimants; their experience in making a claim has a profound impact upon them and will often affect the retention of future business. DMS provides the highest quality, customer service oriented claim handling services and has a dedicated and professional workforce. DMS has a substantial ongoing investment in Information Technology and is able to provide a very wide variety of claims and underwriting statistics at the highest level whether on a global or client specific level.

Capitalising on technology investment

DMS has invested heavily in the development of its own bespoke Lotus® Notes / Domino Server claims management system. The system is designed to encompass all of the company's operational business processes but Lotus Notes has limitations in the production of management information and client activity reporting. These functions have required highly resource intensive exports to front office applications for manipulation and distribution via post, fax or email. Increasing pressure has been felt from existing and prospective clients to improve these reporting facilities with the introduction of new web based technology. A solution was required to provide this functionality without large scale re-engineering or replacement of the back office systems.

New Business Intelligence Architecture

With ICS's help, DMS made the decision to implement and deploy a Microsoft® SQL Server data warehouse solution, fed by their Lotus® Notes / Domino Server. ICS offered Business Intelligence consultancy and data aggregation services to assist DMS in the building of their data warehouse. Having then demonstrated how quickly and easily DMS's data (and existing system interface) could be mapped into the netDrill information portal, ICS was able to provide DMS with a pilot system to help them successfully bid for new business from a major Insurance underwriter in less than two months.

Challenge

To allow corporate clients and internal decision makers access to claim related information for tracking and analysis without re-engineering business systems.

Solution

SQL Server / Lotus® Domino Server Connectivity with extranet data portal and end user analytical functionality provided by ICS's online business intelligence tool 'netDrill'.

Benefits

Real time claim tracking.
Intuitive user interface.
Powerful analysis and reporting capabilities. Browser based
low cost deployment. Minimal maintenance / setup overheads.



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www.thebiexperts.co.uk www.rsinteract.com

Microsoft® SQL Server Consultancy

ICS built a SQL Server data warehouse designed to satisfy the specific user requirements for the data portal. Transformation services and database normalisation were carried out to allow simple maintenance, high performance and minimal network traffic.

"We selected Microsoft® SQL Server to give us future proof, scalable database management capabilities. ICS supplied a qualified Microsoft database administrator who spent time with us at our IT centre in London. Having established connectivity with our Lotus® Domino Server, the engineer was able to quickly develop a database that allowed us to tailor the update frequencies and data content to suit our users' needs."

- IT Director

"netDrill / RSinteract are built on a Microsoft® platform to allow the rapid discovery and publication of our SQL Server database. netDrill's intuitive security module and report publishing facilities allow us bring new customers on line in a matter of minutes."

- IT Administrator

netDrill Online Business Intelligence Data Portal

All areas of the business benefit from netDrill's simple administration, intuitive web browser interface and powerful analysis tools:

"netDrill and RSinteract lent themselves perfectly to mapping the user interface of our in house claims management system to a browser based web portal. A simple query driven screen design utility allows us to categorise claim related information in exactly same way that our Lotus® Notes system does. The security and publication modules allow us pre-filter lists of claims for our clients and display them in a branded 'Virtual Lounge'."

"With practically no training our clients and internal decision makers can search, sort, aggregate and report or chart comparative data, to spot trends and analyse information. Links from claim records allow users to 'drill down' to associated information (such as financials, reserves etc.) displayed on easy to read 'tabbed' forms."

- Managing Director DMS

"Now that I can access up to date information relating to our own claims, I can monitor claim progress to keep myself informed of their status without waiting for weekly bordereaux and activity reports. Reserve management statistics and a host of claims management key performance indicators are available via my 'Virtual Lounge'. I can display this information using up to the minute data in whatever format suits me, without lengthy information requests and delays in delivery."

- Corporate client

RSinteract

RSinteract is the essential end-user tool for SQL Server Reporting Services. It allows business users to generate and interact with reports dynamically and intuitively via a standard web server. Using RSinteract and Reporting Services the business can self-serve information at all levels for analysis and decision support.

ICS is BSI ISO 9001:2000 certified, a Unisys strategic partner, and a Microsoft® Gold Certified Partner.

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