

.NET Data Warehousing & Business Intelligence Solution for Global Claims Management



RSinteract



Microsoft®
SQL Server™

Company Profile

This case study concerns a leading provider of outsourced claims and insurance management services offered to FTSE quoted Corporations, General Insurers, Lloyd's Underwriters and London Market Companies.

The business is a dynamic, successful company that has emerged as a leader in the provision of third party claims and insurance services. Today it manages over 45 portfolios representing over 200,000 claims, £3.8bn (US\$7.1bn) of total liabilities and £1.2bn (US\$2.2bn) of reinsurance recoverables on behalf of Corporates, Captives, General Insurers and London Company and Lloyd's Market clients. Specific clients include an international oil company and a global hotel company.

Silos of Information

The business employs a variety of legacy enterprise applications to manage business processes and provide local operational decision support in a wide variety of portfolios, services and countries. Whilst these systems allow them to perform the core claims management functions, the data they capture remains locked up in discreet information silos. The production of periodic reports to customers, distribution of aggregated data and provision of real time business intelligence throughout the business was proving impossible. Internal users and clients alike needed online access to consolidated data plus powerful analysis functionality without expensive client licensing or time consuming export routines.

Understanding the Challenge

As an expert in Microsoft Business Intelligence, the problem facing the business was not an unfamiliar one to ICS. Having carried out a thorough analysis of the current business processes and systems infrastructure ICS recommended the implementation of a data warehousing solution based on SQL server and a .NET web based information delivery and analysis infrastructure built with its RSinteract tool set. Using the power of these tools an aggressive implementation schedule could be achieved with a go-live lead time of just 3 months.

Challenge

Consolidate and secure distribution of isolated claim information for analysis by corporate customers via the internet.

Solution

SQL Server Data Warehouse built with Data Transformation Services (DTS), consolidating data from multiple disparate systems across the globe. netDrill browser-based front end for access and manipulation of information from Data Warehouse.

Benefits

Up to date Management Information. Consolidated Corporate Data. Powerful analysis and reporting capabilities. Browser based low cost deployment and fast implementation. Minimal maintenance overheads.



A Business&Decision Company

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

Corporate Business Intelligence Data Warehouse

ICS designed and implemented an SQL Server data warehouse dedicated to the accumulation and redistribution of claim data from its disparate global systems. Regular Data Transformation Services are scheduled to consolidate and aggregate high volumes of key data into a central database.

"A Microsoft® SQL Server solution provided a complete data warehousing system that integrated well with our existing IT infrastructure and provided good overall value. Because ICS clearly had a high level of data warehousing expertise, they were able to provide the complete solution. We were relieved to be able to provide our customers and business users with the information they required without enormous system or process re-engineering."

- Marketing Manager

Claim Tracking and Analysis with netDrill/ RSinteract

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

"netDrill's data discovery and mapping tool automates the setup of reports so administration is kept to a minimum, allowing our administrators to concentrate on defining and publishing relevant information to those who need it. An integrated report storage and distribution repository means we can define a report once and allow filters associated with the user group's folder to ensure only the data relevant to the client or internal business user is displayed for analysis"

- I.T. Administrator

"The RSinteract server is licensed per processor and clients only require a standard internet browser. This means we were able to calculate expenditure at the outset of the project without fear of costs escalating in the future."

- Director of Information

"Not only can I access my own real-time data for claim status tracking and activity reporting, but with no training I was very soon performing graphical trend spotting and comparative analysis using RSinteract's searching, sorting, subtotaling, pivot tables, charting and calculation tools."

- 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.

RSinteract

Microsoft
GOLD CERTIFIED
Partner



FS 73098