

Reinsurer case study

Insurance

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Improving operational efficiency through data integration, warehousing and enhanced reporting

Fast facts

Client profile

A leading European reinsurance company.

Challenge

- The company struggled with inconsistent data stored in a number of unintegrated systems. They required a solution that provided a single view of the business for all users, with appropriate controls and security over data access.
- The existing system had limited reporting capabilities and was too complex for business users to be self-sufficient in performing their own analysis.
- Reports took too long to produce and required an unacceptable amount of manual effort.

Solution

Moore Stephens Consulting (MSC) was selected for its insurance expertise and experience. MSC developed a comprehensive BI solution including an integrated data warehouse, enhanced reporting with drill down capability, and a portal to enable access worldwide.

Benefits

- Quick, easy access to key business information.
- Reduces manual effort.
- Improved accuracy of information – proven, tested and automated processes.
- One view of the business.

A growing global network

The client, a leading European reinsurance company, has been operating for over five years through a number of group offices across Europe. Committed to continued growth, the company developed a planned programme of expansion to increase its underwriting capital. As the business grew so did the organisation itself, and so the number of employees, offices and systems used, have increased.

Need for improved efficiency

The reinsurer was using a number of inconsistent disparate systems, all of which held key data. This presented a problem, as different areas of the business had a different perspective on the company's position, and how the business was performing.

In addition, in order to produce monthly management reports, the data had to be exported and consolidated manually in Excel, which was incredibly time consuming and not necessarily accurate.

The company has two installations of the SICS/nt system which includes a standard BI capability, delivered through Business Objects. The solution ran directly over the existing database to provide a suite of reports. This presented two main issues; there were a limited set of pre-defined reports that users were unable to adapt for changing business requirements, and the solution did not allow for ad-hoc analysis.

The main objectives of the project were to improve the operational efficiency of the organisation's underwriting process and provide consistent, timely and accurate information across the business.

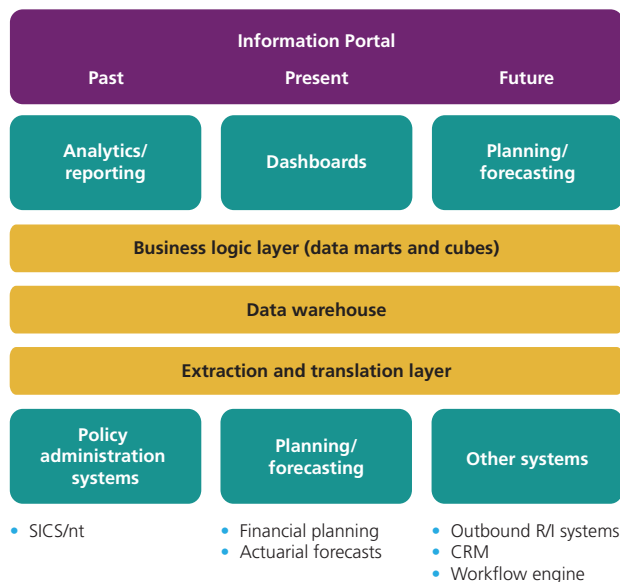
Developing a comprehensive BI solution

Moore Stephens Consulting was selected for the project due to its insurance experience and extensive track record of delivering BI solutions to the insurance industry; over 60 successful project implementations worldwide.

In order to improve the company's business performance management processes, Moore Stephens developed a comprehensive BI solution and a delivery mechanism to roll the information out across the organisation.

As Microsoft's preferred supplier of BI solutions to the Insurance market, Moore Stephens was able to deliver a set of user-friendly reporting capabilities on a proven, secure and robust platform. Key operational data was extracted from the core SICS/nt systems and loaded into the data warehouse. The intelligent solution utilised the SQL Server 2005 product stack for data extraction, transformation and warehousing. SQL Server Reporting Services managed and automated the delivery of fixed report packs for business areas, including underwriting, claims, actuarial and finance (UK and US GAAP). This replaced the existing manual reporting effort, whilst SQL Server Analysis Services cubes, coupled with ProClarity Desktop Professional, provided drill-down capabilities for ad-hoc analysis.

Key operational reports and management dashboards are now delivered through Microsoft Office SharePoint Server 2007, providing a secure access point for all performance information. Each user can request changes to their dashboard to ensure that the correct information is delivered, and that they are not swamped by numerous, irrelevant reports.



More consistent and accurate information

Following the implementation of the BI solution all information has been fully integrated into the data warehouse, with links to other related systems, such as the document management system, the quotation system and the CRM system. This

consolidation of information has led to more consistent, accurate, efficient, and reliable reporting.

Business value

The BI solution brought a number of benefits to the reinsurance company including:

- **Quicker and more comprehensive reporting** – what previously took a couple of days now could be produced in one hour and 20 minutes from start to finish. As the information was fully integrated it was simple to run automated reports.
- **Enabling self sufficiency** – the reporting capability was more sophisticated and user friendly, so custom/ adhoc reports could be produced by anyone. Business users could be self sufficient, with no need to rely on the IT department or business analysts.
- **Companywide access** – by implementing a user friendly BI solution, all business users are now able to produce reports and through the use of a Sharepoint portal anyone can log in and access the business information from anywhere in the world.
- **One view of the truth** – integration of the data from the various different systems used, meant that the information delivered was consistent and available to staff in all business areas. Appropriate controls and security measures were put in place to ensure that the right levels of staff had access to the relevant areas of information.
- **Analysis of the business** – not only is accurate, consolidated information available but the solution included the capability to interrogate the information by drilling down as far as individual transaction level thus providing a more comprehensive insight into the business.



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