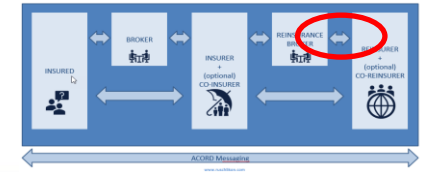


Case Study – SCOR

May 2023, Sridhar Gande

Case Study – SCOR digitising broker claim advices with ADEPT



60%

Reduction of manual effort to process claim transaction

WHY

- Current processing of claim advices from non-eMessaging capable broker/cedent is manually intensive.
- Leverage existing investments in e-Messaging capabilities through the usage of data extraction and conversion software for PDF documents
- Allow straight through processing of claim advices presented in PDF format with no human touch
- Reduce human efforts put in non value adding tasks through automation and deploy freed up capacity to complex cases

80%

Improved data quality

HOW

- Identification of (re)insurance accounts and claim advices presented in non-eMessaging format but stable and complete data set
- Collaborate with vendor to develop the system capabilities for CM/TA messages in line with ACORD GRLC 2016-10 standards
- Integrate new software solution into the existing workflow to leverage existing validation engines and processes
- Improved data quality through the application of global standards eliminates manual interventions and errors

50 %

Improved turnaround time for claim payment

WHAT

- Automation of Holborn invoice data mapping to ACORD GRLC standards eliminates the manual processing to a great extent
- On average, the TAT for claim advise processing decreases of 50% and contributes to faster claim payments
- The reduced TAT leads to improved cash flow for all business partners

Sender:



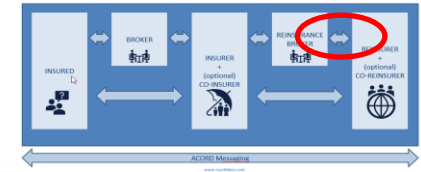
Receiver:



Vendor:



Case Study – SCOR digitising broker claim advices with ADEPT



PITFALLS / LESSONS LEARNT

- Build up system and process capacity jointly with vendor on the new solution may take some more time than originally estimated
- Initial mapping effort is high but pays off quickly and it's a one off
- Reasonable volume from the sender guarantees the ROI

IT PRE-REQUISITS AND ADJUSTMENTS

- (Re)Insurance Admin System: SCOR uses inhouse solution
- Connectivity: ACORD compliant gateway and connectivity solution (SCOR using an inhouse solution)
- Process flow and document management integrated with eBot/eCot capabilities
- eBot and eCot system sending/receiving capabilities

SCOPE

- Period: Two Quarters
- Portfolio: comparing turn around time of manual claim advice administration of non eMessaging capable brokers with claim advice handled through the usage of ADEPT
- Message types: CM, TA

ROI

We can maximise the ROI when combined this automation with Straight Through Processing

OUTLOOK:

- Continue implementations with full eMessaging capable broker partners, for non onboarded entities.
- Onboard other cedents/brokers from the already mapped client library and contribute to the overall library through onboarding new clients.

“With our automation solution, we show our dedication towards the Ruschlikon standards using it also for in-house benefits”
- Oezhan Tuerkes

”This implementation of the ADEPT platform between SCOR and Holborn is the perfect example of how digitalising old manual processes can sharply reduce turnaround time and the potential for errors, while freeing human capital to address high-value tasks.”

- Mark Bennett, ASG