

# Ruschlikon Newsletter – August 2015

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Dear Reader,

Welcome to the second Ruschlikon newsletter of 2015!

To stay up-to-date with the latest Ruschlikon happenings, be sure to check out [www.ruschlikon.com](http://www.ruschlikon.com) and join the nearly 300 other people who are now part of our LinkedIn group ([Ruschlikon – eAccounting for the Global Insurance Market](#)).

In June 2015 the Ruschlikon Steering Committee hosted a Solution Provider Session. The purpose of the meeting was to create open dialogue between providers and Ruschlikon stakeholders, focusing on developing solutions to enhance or create new implementation solutions. The session was kicked off by Regis Delayat, CIO of SCOR and Ruschlikon Chair, who outlined the goals of the Ruschlikon Steering Committee. He also showed the newly developed Ruschlikon animation (**which you can view on [www.ruschlikon.com](http://www.ruschlikon.com)**). Each provider outlined their current capabilities in terms of ACORD GRLC standards and Ruschlikon Best Practices, as well as their future plans. There was a lot of Q&A, and many solution providers realized that some of their offerings could be complementary. Solution Providers in attendance: CSC, EBIX, Effisoft, msg, NIIT, Pro., Scyllogis, Sequel, WebConnectivity, and Xchanging.

Read on to learn more about what each Ruschlikon group has been up to!

Kind regards,

Your Ruschlikon Marketing Group & ACORD Team

Terry Calthorpe – Guy Carp  
Daniel Hickey – Guy Carp  
Julie Gooch – Willis (Chair)  
Jürgen Heck – SCOR  
Heather Griffiths – XL Catlin

Matthias Kugler – Munich Re  
Doug Neiger – Swiss Re  
Tim Pledger – Lloyd's  
Lorraine Smart - ACE

ACORD:  
Puneet Bharal – Asia Pacific  
Phil Brown - BIG, Lite  
Mel Harding - UK  
Maggy Leon – North America, Bermuda  
Lindsay Wälder – Steering Com., Marketing



## Announcements & Events:

We are very pleased to announce Julie Gooch of Willis as the new Marketing Chair! Terry Calthorpe of Guy Carpenter will serve as her Deputy Chair. Thanks goes to Heather Griffiths for her work over the past 18 months as Chair.

ACORD is again sponsoring the Insurance Technology Congress in 2015 on September 22 and 23<sup>rd</sup>. This two day event brings together over 200 European insurance technology business leaders from all sectors of the market. Attendees come to build relationships, examine key areas of growth and change, and to exchange views. Attendees will learn first-hand from the key stakeholders shaping the market how to plan and implement an effective technology strategy. To register click [here](#).

Check out what Greg Gaydos from AIG has to say about Ruschlikon – you can view the video [here](#).

## New Ruschlikon Joiners:

We are pleased to welcome the following people to the various Ruschlikon bodies:

**Ruschlikon Marketing Group:** Doug Neiger (Swiss Re)

**Ruschlikon UK Group:** James Benn & John O’Sullivan (Arthur J. Gallagher’s)

## Ruschlikon Steering Committee:

In June, the Steering Committee hosted the first Solution Provider Session in London, as mentioned in the opening letter. With 10 providers in attendance, discussions centered on a very open dialogue around current solutions and improvements for the future.

The following day, the Steering Committee met for their face-to-face meeting, which was hosted by Swiss Re. One goal of the Committee is to start measuring their organizations not just in terms of message volumes, but against business targets set out in the Ruschlikon Best Practices document, and the improvements Ruschlikon brings in comparison to the traditional manual processing. This includes such things as the number of days it takes to send and receive specific types of messages, the % of electronic vs. manual administration, and other highly relevant KPIs. This will help the Committee identify areas for improvement, as well as provide enhanced transparency within the group itself.

The next Steering Committee session will be hosted by AIG in early November in the New York offices.

## Ruschlikon Marketing Group:

The Marketing Group helped produce a brand new Ruschlikon animation, to help new joiners understand exactly what Ruschlikon is. You can check out this new animation on the website [here](#).

The Group is also finalizing a one page “broker benefit paper” that can be used in particular for discussions with brokers that may join Ruschlikon. Once the last details have been agreed upon, you’ll be able to download it from the Ruschlikon website. We’ll also be doing these one-pagers for others (reinsurers, co-insurers, etc.).

The interview series has been kicked off with two videos (available on the Ruschlikon website). Next up will be interviews from Swiss Re and XL Catlin’s team in India, so stay tuned to the website and LinkedIn.

The Group has also been working on, under the guidance of the Steering Committee, a database, a one-stop repository on the Community’s capabilities and engagement activities. The pilot has been determined – we will populate it at first with data from SCOR, Munich Re and Guy Carpenter.

As mentioned above, we are pleased to welcome Julie Gooch from Willis as the new Marketing Chair and Terry Calthorpe from Guy Carpenter. The former Chair, Heather Griffiths of XL Catlin, will continue to play an active role in the Marketing Group; thanks Heather!

### **Ruschlikon Business Implementation Group (BIG):**

BIG held its second face to face meeting in 2015 in London on 24<sup>th</sup>/25<sup>th</sup> June. This meeting focused on some key major topics as well as high priority detailed issues raised by implementers. Taking the opportunity of being located in London for this meeting, there were also presentations of the latest plans in the London market, especially within the context of the CSRP (Central Services Refresh Program), which will deliver improved services and infrastructure for the market back office based on the ACORD accounting and claims processes used within Ruschlikon. These stressed London’s plans to be live on these standards from the start of the second quarter of 2016.

In considering detailed issues, the focus was on starting to define those changes that will be adopted in the April 2016 version of EBOT and ECOT, in particular important additions in the area of referencing. The next face to face meeting of BIG is being planned for October in Zurich, and also monthly conference calls of the group continue to be held.

### **Ruschlikon UK Implementation Group**

Ruschlikon UK continues to grow strongly with core members pushing messages more widely across their organisations and 2015 initiatives reflect a deepening of the messaging relationship rather than measuring the number of new connections.

Work continues on new initiatives, Coinsurance being one of these looking to expand current partnerships in London into the European market with live implementations expected in the next two months. The group have 7 carriers signed up to this initiative and a target of three new carriers. Ruschlikon UK also agreed to embark on establishing the process to deliver a global net settlement solution which will see the eAccounting process of claims and premiums through to settlement on a multilateral, multiparty basis for both brokers and carriers. The process definition is nearing completion with

the pilot phase due to launch in the next quarter, on completion of the pilot phase Ruschlikon UK will report back the business benefits case to the various Ruschlikon bodies. Development of retail messaging continues along with the expansion of ECOT message implementations.

### **Ruschlikon North America Implementation Group**

The community continues the plan to increase implementations among the current Ruschlikon members. There are 21 implementations, 1 in progress and 30 established partnerships. Continuing with their advocacy plans, members of the Ruschlikon NA Group and ACORD presented at the [annual Insurance Accounting and Systems Associations \(IASA\)](#) conference.

Advocacy has also started within the large commercial space. A virtual meeting took place on July 20 to introduce e-Accounting with 30 attendees from 17 companies participating. Follow-up meetings are planned.

### **Ruschlikon Bermuda Implementation Group**

Bermuda continues its progress with 11 implementations and 26 established partnerships. In addition to increasing implementation among current Ruschlikon members, the group is looking ahead to 2016 with members planning for straight thru processing.

### **Ruschlikon Asia Pacific Implementation Group**

The Asia-Pacific Group has been on hold since the beginning of the year. It has been difficult to elect a new Chair, due to other local business priorities and the fact that the majority of international companies' e-Accounting is not processed in Asia. Interest in Ruschlikon has been largely driven from Corporate headquarters, who continue to encourage implementation in the region amongst their own offices and partners. The Asia-Pacific group remains on hold until local activity requires further secretariat support and coordination.

### **Ruschlikon Lite**

The latest cedent on Ruschlikon lite recently went live with two of the Lite reinsurers for their first quarter accounts. This is now running smoothly and the second quarter accounts are due to be processed through Lite in the near future. This brings the total number of cedents with accounts running through Lite to four, and the the Lite reinsurers continue to look for new cedents to migrate onto the Lite platform.

### **Contact Information:**

#### **Ruschlikon Steering Committee**

Chair: Régis Delayat - [rdelayat@scor.com](mailto:rdelayat@scor.com)

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#### **Ruschlikon Business Implementation Group:**

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#### **Ruschlikon UK Implementation Group:**

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#### **Ruschlikon Asia Pacific Implementation Group:**

Chair: TBD

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#### **Ruschlikon Lite:**

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