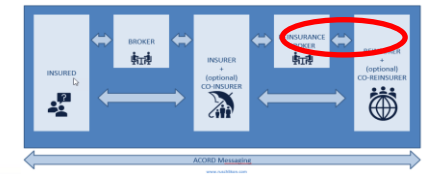


Case Study – WTW

March 2022, Richard Brame



Case Study – WTW / 2016-10 GRLC ACORD Standards



Secure/Auditable

Query management system

WHY?

- As part of WTW commitment to Ruschlikon, WTW have adopted the ACORD 2016-10 message, which delivers 2-way query messaging
- This improves data quality and data security (Solvency II) with standardised processes for all regions / all business partners
- Enhanced query handling and resolution, removing the query handling 'off-line' (via e-mail)
- Helps reduce Turn Around Time (TAT) and improved cash flow via end-to-end automation

37 %

faster agreement / settlement

HOW?

- Pre 2016-10 messaging, TA's have been electronically queried but automation then stopped
- 2016-10 messaging provides the ability to automate this process allowing the Broker to respond directly into the Carriers system
- Usage of the latest GRLC ACORD standards delivers full benefit from the embedded query handling functionality
- This embeds a technical solution in existing application landscape delivering efficient, standardised and auditable query handling

up to 70 %

reduction of TAT for query handling

WHAT?

- By the end of 2021, WTW had upgraded 100% of its Ruschlikon e-Accounting Carrier Partners to the 2016-10 message
- WTW implemented an automated solution via existing internal workflow functionality
- This has allowed WTW to easily track and manage queries in a way not possible via the manual email process
- This has delivered significant improvements in query turn around time

Sender:



Receiver:

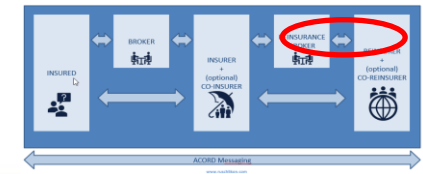
Entire WTW Carrier Base

See *Ruschlikon Adoption Directory (RAD)*: [LINK](#)

Vendor:



Case Study – WTW / 2016-10 GRLC ACORD Standards



PITFALLS / LESSONS LEARNT

- Roll out of the 2016-10 GRLC ACORD standards was more challenging with partners who were using Message Management Tools that they hosted (as opposed to vendor hosted)
- Maximum adoption of Ruschlikon messaging was achieved through using the WTW e-Accounting portal alongside peer to peer connections
- Success requires mutual agreement around ACORD certification, timing, objectives, resources, etc

IT PRE-REQUISITS AND ADJUSTMENTS:

- WTW used a workflow tool that works alongside the accounting platform (Verisk Specialty Business Solutions/Eclipse) and the WTW gateway (Ebix) to deliver 2-way query messaging with.
- Alongside this a suite of new reporting through Power BI was developed which gives precise details of the queries and their lifecycle

SCOPE

- Message upgrade delivered to all WTW e-Accounting and accounting partners
- Implementations carried out through 2020
- Covers all message types except CM; TA, FA, ACK, including Queries, all in scope

ROI

Benefits secured immediately post implementation with faster query resolution leading to faster agreement and speedier settlement

OUTLOOK:

- Expand e-Accounting coverage with existing partners, including rollout to new regions (as sender)
- New implementations with new partners as opportunities arise
- Seek ongoing service / performance improvement

**“Working as part of the global Ruschlikon community,
using the latest 2016-10 ACORD GRLC standard, WTW
have been able to maximise the benefits of e-Accounting:
WTW and Ruschlikon - inspiring, improving, expanding”**

Richard Brame

Testimonials from e-Accounting Partners

SWISS RE

Beata Tothova

"It saves a lot of time for us internally, not having to write an email, instead just querying in our workflow tool. Moreover, we do not have to quote in the emails which transactions our mail relates to, as the query is linked directly to a specific transaction, which gives great transparency to both sides. Finally, having the query and the reply directly in our workflow tool eliminated the manual upload of all related correspondence for audit and tracking purposes. All in all, a great feature and we encourage every technician to use it more."

George Matthew

"Has been a positive experience in EMEA and Asia with queries being responded to mostly within 24 hours from when the query was raised which helps in resolving concerns quickly. The biggest benefit is saving time on lengthy formal emails. We also miss to induct responses in a timely manner when we use email which creates a problem with audit trail. With 2 way query the responses are automatically recorded which means we don't have to search through our email for the last discussion on the claim and induct the emails into our workflow system. "

HANNOVER RE

Wolfgang Seidel

I am happy to share Hannover Re's experience with the introduction of the 2-way-query process being part of the 2016-10 upgrade

- Comparing non-ACORD to ACORD query process we noted an acceleration of response time behavior of about 30 to 40 pct.*
- This increased with the 2-way-query introduction to a further increase of about 10 to 15 pct.*
- What counts more in is the fact the query process is now coherent as raising the query and the answer are now electronically traceable*
- This fact is a further driver for automation as the query responses (incl. possible attached documents) can be directly allocated to the initial query and no manual intervention is necessary*