

## Considering Implementing Ruschlikon?

**“Be Brave. Be Bold.”**

*This interview is part three of the Ruschlikon Marketing Group’s interview series. Today we’re hearing from Swiss Re’s Nate Bunck in Kansas, USA. For more information on Ruschlikon and to read other interviews, please go to [www.ruschlikon.com](http://www.ruschlikon.com).*

**Q: Tell us a little about your job and responsibilities and how they relate to Ruschlikon.**

**Nate Bunck:** I am a Senior Operations Manager for Swiss Re's Americas Reinsurance Division. My team handles the claims and technical accounting operational tasks for Swiss Re, including booking premium, making claims payments, and overseeing the workflow on incoming/outgoing cash.



**Q: What were some of the challenges you and your company faced with implementing ACORD standards and Ruschlikon best practices?**

**NB:** As a leader in implementing on these standards, the biggest challenge for us is that this is relatively new ground, where we do not have a competitor or client to look to for advice. We are literally adjusting to this technology on the go, which is both challenging and exciting.

**Q: What were some unexpected benefits you / your company realized from implementing ACORD standards and Ruschlikon best practices?**

**NB:** One unexpected benefit has been the greater clarity the technology sheds on ancillary issues that had previously been handled by workarounds, but now have to be addressed with a formal process. An example of this would be our handling of Annual Aggregate Deductibles.

**Q: Are there any benefits to the customer, or just to the Ruschlikon implementers?**

**NB:** There is a huge benefit to the customer by stricter system monitored turn-around time expectations and visualization on where any particular payment is in our process.

**Q: Does the technology require a steep learning curve? How long before the staff at your company were able to use it?**

**NB:** There is definitely a learning curve, but I don't know that it's particularly steep. It's really just a different mindset. One lesson we learned is that it is helpful if we train new hires on the technology from the start, so that this mindset is basic to them.

**Q: Has back office efficiency resulted in time savings at your organization?**

**NB:** It has. It's still a work in progress with hopes for greater efficiency. However, we have seen some reduction in backfilling departures due to the automation.

**Q: If you could say one thing to those who have not yet implemented Ruschlikon, what would it be?**

**NB:** Be brave, be bold. Now is the time to start moving on this technology and be at the forefront of the market. It will be how our industry operates and provides a significant cost saving and competitive advantage for those on the forefront of the curve.

**Q: What is something specific about your geographic location and e-accounting that people who live on another continent might not know?**

**NB:** For the Americas, a large portion of this work is done out of Kansas City for claims. The region provides a good employee environment for us to staff this work in a cost effective manner. The beauty of the work though is it can be done anywhere.

**Q: Tell us one interesting thing about yourself.**

**NB:** I'm a huge science fiction fan. (Maybe that's why I like this technology stuff so much).

***Our thanks to Nate and Swiss Re!***