

WTW report illustrating the benefits of upgrading to the 2016-10 GRLC ACORD Standards

Success



WTW adopted the ACORD 2016-10 message version in 2018 and has seen many improvements since, especially with the enhanced 2-way query handling functionality. This functionality has seen an improvement in turnaround time (TAT) for query handling of up to 70%, with settlement TAT improving by around 35%. The query process is now fully auditable which benefits both Broker and (Re)insurers.

WTW have upgraded 95% of its e-Accounting partners to 2016-10 messaging. The WTW e-Accounting portal enabled full adoption, with over 700 Carriers receiving immediate benefit.

The following statement from Richard Brame at WTW summarises the 2016-10 Ruschlikon journey:

“Working as part of the global Ruschlikon community and using the latest 2016-10 ACORD GRLC standard WTW have been able to maximise the benefits of e-Accounting for us and our partners. The 2-way query process improves turnaround time, data management and security.”

For more information, please check out the [full document stored on the Ruschlikon website](#) or reach out to the authors of the case study.

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