WITH HTC, A LEADING INSURER STAYS CURRENT ON COMPLEX ISO CIRCULARS.

A mature and stabilized application post rate revisions and forms implementation endeavor.

The Client
A winner of “Excellent” rating from A.M. Best for over 30 years is an ever-expanding property and casualty insurer and they offer a wide range of personal and commercial products which includes personal auto, home, personal umbrella, commercial auto, BOP, commercial package policy, and more.

Background
The insurer’s manual methods of interpretation and implementation of ISO loss costs, rules, and forms were turning costly, time-consuming, and ineffective. Gaps in the workflow process of Forms, Rate, Billing, and Commission updates caused various issues pertaining to data capture, inference conditions/business rules triggering forms for Duck Creek-based policy billing applications, forms attachment, and printing. This led to additional operational manual activities, extended time, and budget. Not having a robust process in place to efficiently execute day to day operational activities of Duck Creek-policy billing applications, developing a schedule for backups in alignment with synchronization of data between billing and policy modules, and periodical enhancements on forms, rate, agency commission payment and production deployment, provided an opportunity to improve.

An immediate need to transform these processes in the key areas was necessary for organization growth and profitability.

HTC - The Strategic Partner
The client decided to partner with a technology specialist who has expertise in ISO circular analysis and rate revision and policy form updates using industry-leading technologies such as Duck Creek platforms. HTC was chosen as the strategic partner. The existing mature IT vendor partnership was also a reason why the company chose HTC’s Insurance Services.

HTC’s Duck Creek-Based Solutions
HTC’s experienced insurance domain and Duck Creek talent pool delivered quicker and seamless implementation and support services. Leveraging extensive expertise in upgrade, implementation, testing, and integration,

HTC’s team:

- Streamlined forms configuration process, created standard template for requirement gathering/approval process while analyzing existing functionality and impacts of implementation. Set SDLC standards to ensure quality product is delivered.
- Ensured structures for defect management process, which allowed transparency, prioritization, and effective defect resolving in a short period of time. As a result, a substantial control in the defect back log from 89 to less than 5 defects in a week was realized.
- Built standard documentation and templates for rate revisions that closed requirement/functionality gap, if any. Documentation related to rates were created and used for ongoing updates for rates and as part of knowledge transfer by the client internally.
- Delivered reusable test artefacts - test cases, screen shots, and test data.
- In general, managed visibility and effective communication with the client on an ongoing project progress/status. Accommodated clients’ needs and changed prioritization as needed between projects and defect management. Rolled out changes within a short notice.
- Ensured better process alignment between IT and the business.
- Delivered improvement in turnaround time in rating calculations and forms processing in the application.
- Ensured cost effective and streamlined practices in the application following rate revision and forms implementation endeavors.
- Periodically analyzed defect patterns to find a root cause and provided a resolution based on analysis example but not limited to:
  - Restructuring rate inheritance structure based on Duck Creek standards.
  - Complete analysis of existing forms and provided a comprehensive list of recommendations to improve process flow.
The approximate fully loaded costs involved with an ISO circular that results in a form change and a rate change requiring a filing can be as much as $135,000.