

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

CASE STUDY



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.

	Policy Forms	Rate Revision Updates
Scope	<ul style="list-style-type: none"> Design, develop, and implement medium to complex range of forms used for the below lines of business: <ul style="list-style-type: none"> Business Owners Commercial Auto Commercial Package Commercial Property Commercial Umbrella Inland Marine General Liability Workmen Compensation Build forms using existing functionality of manuscripts on the DC platform Core activities include: <ul style="list-style-type: none"> Design Development Testing Implementation 	<ul style="list-style-type: none"> ISO circular analysis, extract rule(s) and rate changes in accordance to the approved circulars and document respective changes Prepare and execute test cases in multiple environments and deploy rate level changes Rate revisions to include changes in increased limit factors (ILF), loss costs for all states, and different line of businesses (LOBs) Implement miscellaneous table updates for Commercial Auto LOB
Solution	<ul style="list-style-type: none"> The requirements for all the medium to complex forms were collected through smartsheet, an online excel sharing tool. Successful implementation of forms based on ISO templates using Example Author and Manuscript. End to end testing mechanism involving unit testing, QA testing including time travel testing, and testing in pre-production environment followed by deployment to production environment. 	<ul style="list-style-type: none"> HTC's Business Systems Analysts performed ISO circular analysis by analyzing recommended changes. Performed gap analysis for each LOB based on the current and proposed limits, territories, ILF's, and loss cost factors. Post successful completion of circular analysis, Duck Creek system was leveraged to create new manuscript versions and rate table updates in accordance with the current structure. HTC performed different types of testing including unit testing, rate verification testing, time travel testing, and rating worksheets that were verified for different types of transaction with results verification. Final product was demonstrated to the client, shared test results, and incorporated feedback followed by approval for production deployment.
Technology	<ul style="list-style-type: none"> Duck Creek PAS 	<ul style="list-style-type: none"> MS SQL Server 2012

Benefits

The strategic partnership ensured a streamlined, automated, and effective rate revision and policy forms management, leading to quicker and more accurate analyzing, interpreting, and implementing of ISO circulars. Also, the insurer backed up the versatile and experienced HTC's Duck Creek resources on the maintenance engagement, ensuring the application is available in a hassle free manner helping them satisfy and live up to the expectations of their policy holders. The insurance company has now more freedom to focus on growing the business, reducing operational costs, and speed to market.

Zero backlogs in policy forms management in a span of 100 days

Improved turnaround time in the issuance of policies by approximately 5% due to effective re-architecting of the policy form workflows

Greater ability to configure custom deviations enabling self-sufficiency

Renewed system to stay current and compliant with ISO standards



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