

A LEADING U.S. BASED SPECIALTY INSURANCE COMPANY DIGITALLY TRANSFORMS ITS BUSINESS OPERATIONS WITH HTC

CASE STUDY

HTC GLOBAL SERVICES

Customers and Agents Benefit From HTC's ECM, CCM, and Guidewire Services

The Client

A 40 year old large specialty insurance company that offers a range of commercial line products for dentists insuring everything from their business operations to family and employees. Having insured dental professionals, they have earned the endorsement of several state dental associations and serve over 24,000 dentists in the 15 U.S. states.

The Challenges

To digitally stay ahead, the client needed to transform their core IT system in order to refine their business operations and communication with customers. The client realized that they had to put together a powerful omnichannel customer communications platform like Customer Communication Management (CCM) and simultaneously ensure that customer information does not end up in the wrong hands. Hence, the client also needed one secure, centralized electronic repository – Enterprise Content Management (ECM) – to store all its documents and information, allowing only authorized access.

The client was unhappy with their current vendor as they were experiencing issues on deliverables. They chose HTC as their technology partner with in-depth experience in digital and core system transformation. HTC's organizational values and strong delivery track record won over the client's confidence.

Scope of the Project

Transform the client's existing core IT system by implementing "The Hub" transformation program which is a multi-line and multi-state program.

Project Duration

Ongoing since 2019

The Solution

To execute the "The Hub", HTC's team developed an enterprise-wide roadmap for the ECM and CCM functions along with its integration of Guidewire suite of products to enhance the customer's and agent's experience. With the implementation of Hyland OnBase and OpenText Exstream, this program spread across three releases (Release 1, Release 2, and Release 3).

Release 1 built a foundation for subsequent releases and set up a production environment hosted on AWS cloud delivering a fully functional system in one year.

- Unit Texting for V16
- OpenText Exstream migration from V9 to V16

Release 2 delivered by our SWAT team, included rollout to the rest of the states.

- 300+ new forms were implemented in Xtreme
- Integration of Xtreme with Guidewire and OnBase

HTS is currently providing services for Release 3 in order to implement the rest of the commercial line products. We are also assisting the client to launch new products faster that helps bring customers closer to them using the newly implemented digital platform.

Technology

- Core System - Guidewire V10 suite of products (Policy Center, Claims Center, Billing Center, Data Hub)
- ECM - Hyland OnBase
- CCM - OpenText Exstream
- Program Management - Jira platform

The Benefits

With the implementation of ECM, CCM, and Guidewire services, HTC helped the client to automatically:

Roll out high-volume operations documents	Capture and import information into a secure digital repository
Transform data into process-ready information	Capture claim-related data from any paper or electronic document
Provide status updates and alerts to claimants	Implement personalized and consistent communications across channels
Automate and standardize end-to-end processes	Consolidate information from multiple systems into a single customer statement



Our team's laser-sharp focus to adapt to the changes throughout "The Hub" program and successfully deliver almost every user story within the sprint as it was intended for, was well received by the client.

Director of Insurance Practice
HTC Global Services

We certainly appreciate and value our relationship

The Client's President

