

# MODERNIZATION



## Challenges

One of the nation's largest insurance companies was changing its back-office claims handling systems – it needed to maintain operations and revamp its Business Intelligence Platform, all at the same time.

## Solutions

Proximos assisted in the design of a solution that utilized the BI platform as the 'bridge' between new and old claims systems. The BI platform acted as the interpreter between the systems – maintaining a common set of identifying records (Customer ID and Claim number for example). In-flight claims were managed in both systems, with the BI platform acting as the coordinating system as claims were settled and closed.

There was a high volume of intricate data, further complicated by a 50-state staggered roll-out plan. Proximos was able to put in place an Oracle database, Informatica for ETL and Oracle Business Intelligence tools for reporting.

## Results

The BI platform was used by 14,000 users and executive level dashboards were built to provide insight into Customer satisfaction – to measure whether the transition between systems was working well.

The performance and functionality of the new platform ensured high levels of customer service during the back-end transition, and provided new insights into the performance of the claims handling process inside Farmers.

## Contact Info

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