



# IBM Cognos Forum

Ignite knowledge, ideas, connections

## 21st Century BI for the Insurance & Claims Management Industry

Marc Diffey                      General Manager    Gallagher Bassett  
Richard Green                  Managing Director    CatapultBI



Australian Government  
Comcover



Information Management

Cognos.  
software

# 21st Century BI for the Insurance & Claims Management Industry

First Extranet for a Major Gallagher Bassett Client in Australia

Design/Build/Deploy in 7 weeks for 160 Agency access

5 S to Success

Who is GB

What is Comcover

Business Topology

Technical Topology

Project Challenges

Lessons Learnt

5 S to Success

# The five S to Success – The Meerkat approach

Simple



Suspect



Specialists



Speed



Seen



# Who are Gallagher Bassett?

## **Combined Gallagher Bassett Group**

New claims opened in 2008 .....669,639  
Value of claims paid in 2008.....US\$5.4 billion

## **Gallagher Bassett Australia**

New claims opened in 2008 .....72,775  
Value of claims paid in 2008.....AUD\$510 million

## **Some more statistics**

Australia's Largest Third Party Claims Administrator

Claims cost – 13% lower than industry average

Insurance 2008 Readers Choice Award – Best Third-Party Administrator

*(Business Insurance, August 18, 2008 )*

Located in United States, United Kingdom, Canada, Australia and New Zealand

3,979 employees (end of 2008) and over 130 offices worldwide

As at 1 December 2008, over 450 employees within Australia

Workers Compensation Scheme Agents in NSW and Victoria

1 July 2006 - operating in South Australia

1 January 2008 - operating in Auckland, New Zealand

1 March 2009 - operating in Canberra, ACT

# Who are Gallagher Bassett?

## **Our Services:**

### **Claims Management:**

Complete claims outsourcing

Claims management and claims administration

All claim types: for example, public liability, professional indemnity, ISR, motor fleet, medical malpractice.

Above and below deductible claims

Incident lodgement and reporting services

Self-insured workers' compensation

### **Workers' Compensation**

Statutory Classes – NSW and Victoria

Self-insured workers' compensation

### **Crisis Management**

GB provides strategic advice and consulting services to Boards of Directors, Senior Management and executive decision-makers on the selection, design and implementation of crisis management strategies.

# Our focus is refreshingly simple:

3,120 clients  
worldwide



Australian Government  
Department of Finance and Deregulation



VICTORIA POLICE



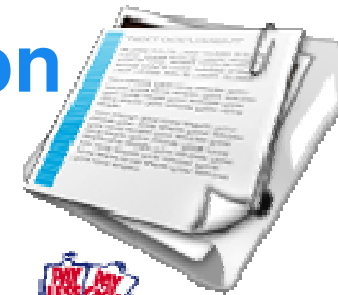
Victorian WorkCover Authority



**MULTIPLEX**

**ExxonMobil**

We manage claims on  
behalf of  
organisations



DOMESTIC & GENERAL



bp



# Who are Comcover?



Australian Government  
Comcover

Comcover came into being on 1 July 1998

Comcover is the Australian Government's general insurance fund

A managed fund is a form of self-insurance that operates by collecting premiums from participating Fund Members, accumulating reserves, and meeting future losses from those reserves.

More than 160 Australian Government Departments and agencies are now insured through Comcover. Fund Members purchase cover for all normally insurable risks, with the exception of workers' compensation, which is the responsibility of the Australian Government's Comcare program

Comcover is managed by a branch within the Department of Finance and Deregulation, and is headed by the Comcover National Manager

# Who are Comcover?



160+ Government Agencies

Comcover is the Australian Government's general insurance fund



# Comcover Business Issue

CRM

Policy  
Management

Claims  
Management

Risk  
Management

Event  
Management



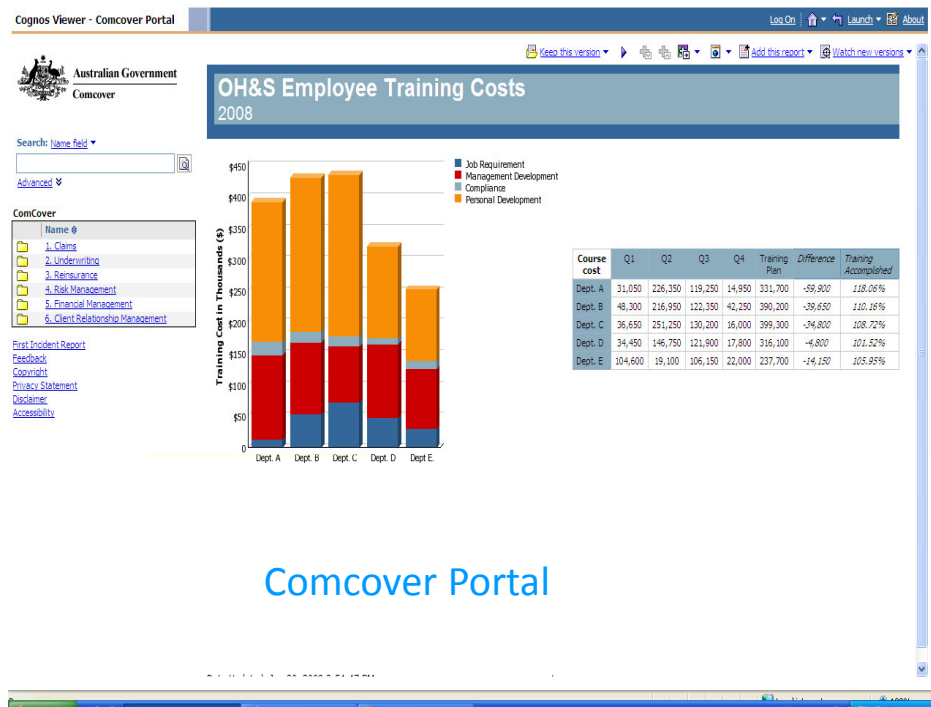


# CatapultBI – Partnering for Success

# CatapultBI – Partnering for Success

- Specialising in BI and Data Warehousing
- Strong business, risk and ROI focus
- Large corporate & Government customer base
- Gold sponsor – 2009 Cognos Asia Pacific Forum
- 2008 Cognos Partner of the Year (Qld/NT)

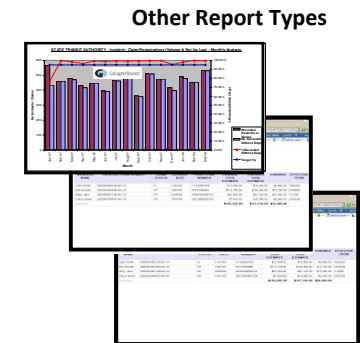
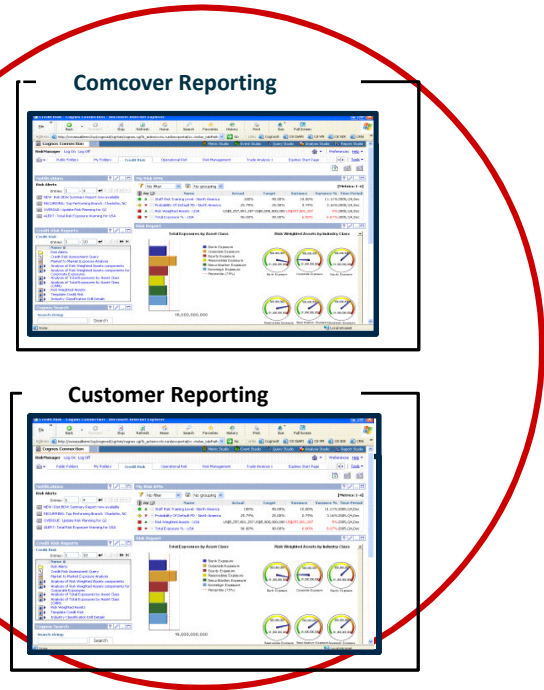
# Comcover Solution



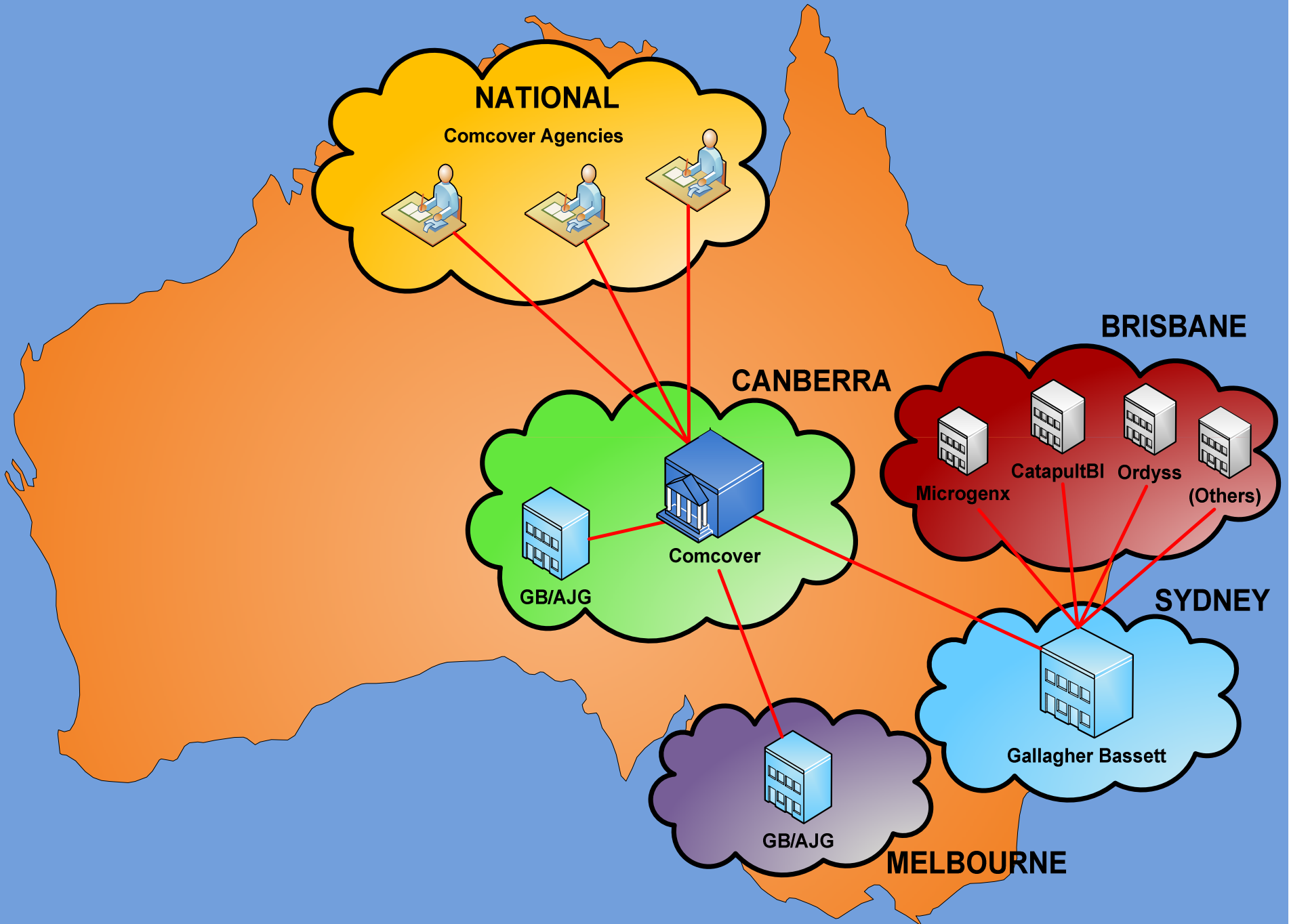
Comcover Portal

Management

Event Management



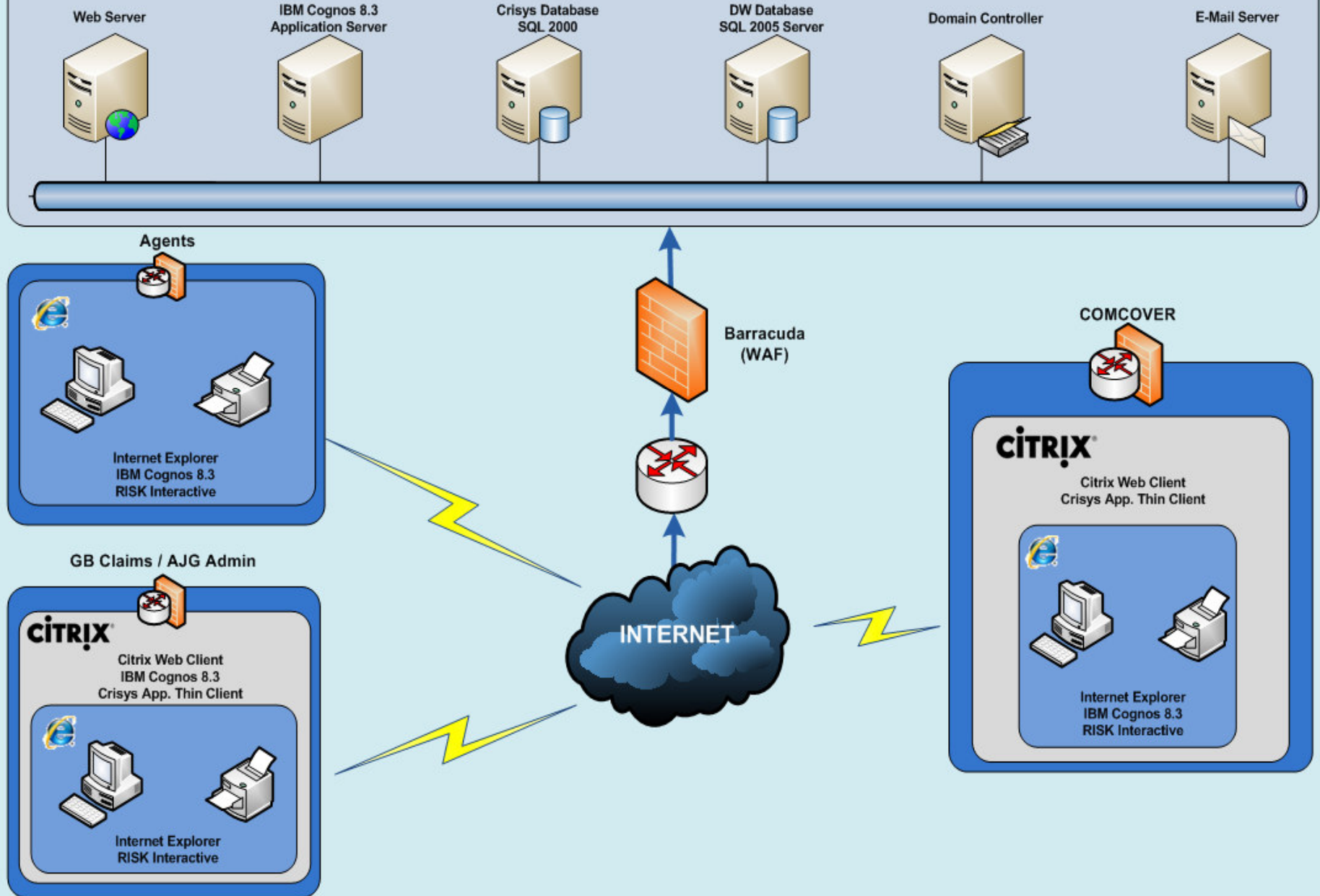
# Business Topology



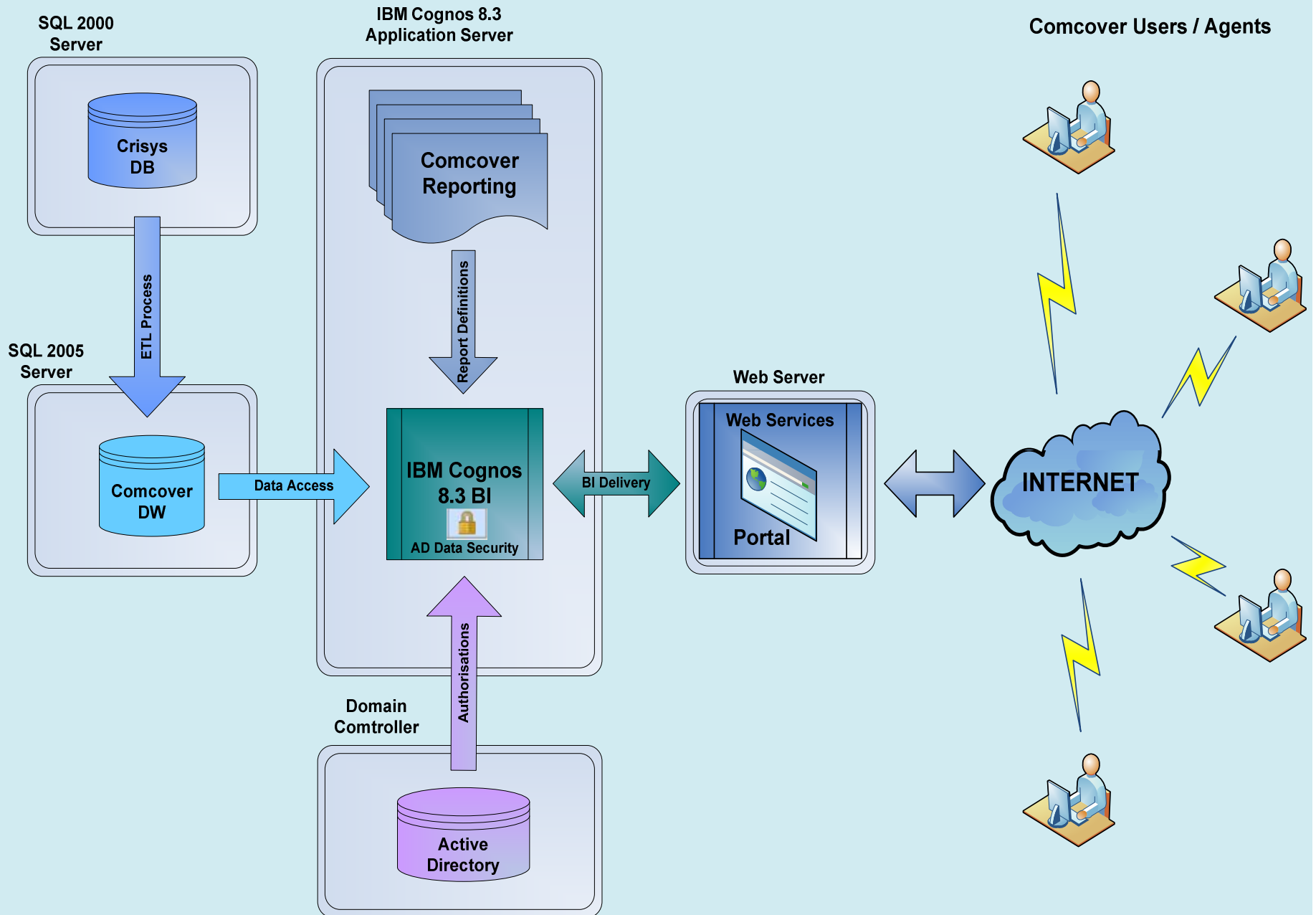


# Network Topology

## Comcover Secured Production Environment



# Comcover BI Topology



# Project Challenges

## Gallagher Perspective

- Multi Site  
Melb/Canberra/Sydney/Brisbane  
(time zone)
- Multi Vendor and Vendor Change  
AJG/CBI/GB/Ordys/AON  
Use of 3 Security Companies
- 7 Weeks to Immoveable go Live date
- Data Migration
- Very High Security data
- Finite Budget

## CatapultBI Perspective

- Time Constraint
- Concurrent Implementation Streams
- Geographically Distributed Teams
- Multi Vendors/Systems Integration
- Extranet Implementation

# Lessons Learned (1)

## Gallagher Perspective

### *Deliverables/Requirements*

- Business Owner for each report
- Don't overcomplicate reports
- All data report
- One report many parameters
- Online Help & Training – recorded & print capability
- Report names/identifiers

### *Project Governance*

- Daily vs. weekly operational updates with all parties
- Face to Face time with Parallel dev teams

## CatapultBI Perspective

*Communication Is King*

*KISS Principle*

# Lessons Learned (2)

## Gallagher Perspective

### *Build & Deployment*

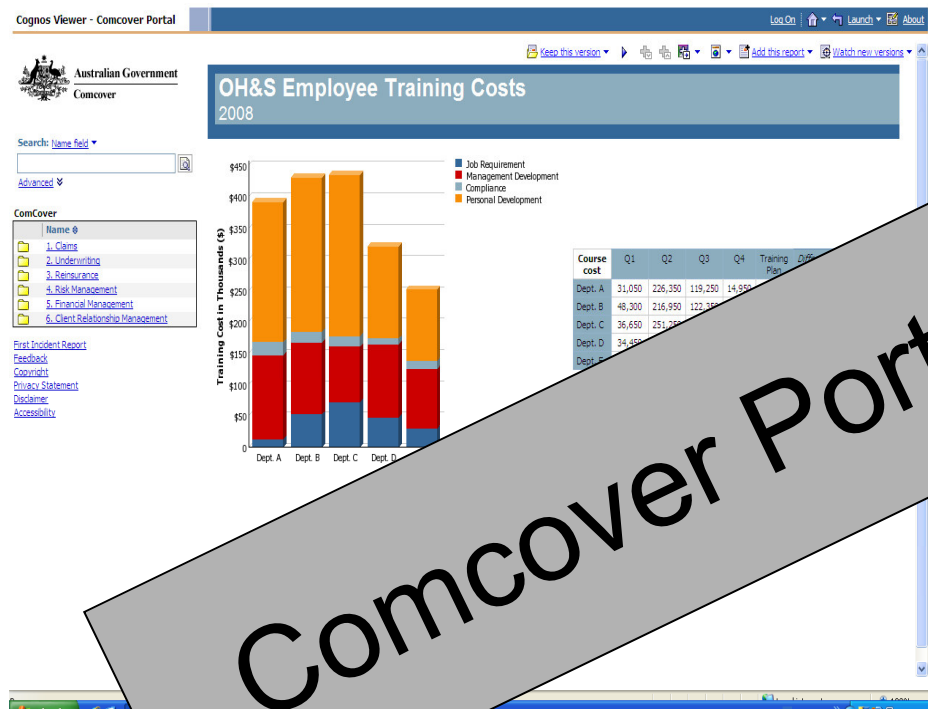
- Test Area as part of live
- End user involvement in testing
- Onsite for go live
- Formalise Dev team handover to Support team

## CatapultBI Perspective

### *Multi-Vendor Implementation*



# Portal Walk through




Comcover Portal

Comcover Member Services Portal - Department of Finance and Deregulation - Microsoft Internet Explorer

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Address http://www.finance.gov.au/comcover/cms-portal.html

 **Australian Government**  
Comcover

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 finance.gov.au  
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- Budget
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- Superannuation
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  - CMS Portal
    - Register & Support
    - CMS Portal FAQs
  - Comcover Risk Management
  - Incentive Programs
  - Training & Development
  - Resources
- Vehicle Leasing & Fleet Management
- Evaluation & Audit of Indigenous Programs
- Deregulation
- Best Practice Regulation
- Gateway Review Process
- Investment Funds
- Land, Property & Asset Management

Home >> Comcover Insurance & Risk Management >> Comcover Member Services Portal

## Comcover Member Services Portal

The Comcover Member Services (CMS) Portal is a web-based insurance and claims processing solution that will assist Fund Members with the ongoing reporting of claims, as well as consolidate each agency's incident, claim and policy information.

Some of the key features of the CMS Portal include the ability to:

- check on the progress of a claim
- run queries on data your agency has entered
- produce customised reports on your agency's claims and policy
- secure access to key documents

Access to the [CMS Portal](#)  requires agency registration. If you are interested in learning more about the suitability of the CMS Portal or to organise access, please [contact Comcover Member Services](#).

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Contact for information on this page: [Contact Comcover Member Services](#)

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Internet

Comcover Portal - Cognos Connection - Microsoft Internet Explorer


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Comcover Portal

 Australian Government  
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### Comcover Reporting

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| <a href="#">1. Incident Reporting</a>   |
| <a href="#">2. Claims Reporting</a>     |
| <a href="#">3. Policy Reporting</a>     |
| <a href="#">4. Management Reporting</a> |

### Comcover Help Centre

| Name   |
|--|
| <a href="#">Comcover Portal Factsheet</a>                  |
| <a href="#">Comcover Reporting Portal Training Booklet</a> |
| <a href="#">Comcover Reporting Portal Training Video</a>   |

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| 2. Claims Reporting     |
| 3. Policy Reporting     |
| 4. Management Reporting |


**Comcover Help Centre**

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|--|
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| Comcover Reporting Portal Training Booklet |
| Comcover Reporting Portal Training Video   |

[First Incident Notification](#)

- 1 - Portal Introduction
- 2 - Navigation to Portal
- 3 - Navigation & Incident Form
- 4 - Incident Reports via Excel & PDF
- 5 - Claims Reporting
- 6 - Date Export Report
- 7 - Enabling Excel Export
- 8 - How to Contact CMS

The following presentations require JavaScript to be enabled and the latest version of the Macromedia Flash Player. If you are you using a browser with JavaScript disabled please enable it now. Otherwise, please update your version of the free Flash Player by clicking on image below.



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[Comcover Reporting > 1. Incident Reporting](#)

- [Incident Report - Cust2i](#)
- [Individual Incident Enquiry - Cust1i](#)

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Comcover Reporting > 2. Claims Reporting

| Name  |
|---|
| <a href="#">Claim Report - Cust2c</a>             |
| <a href="#">Claim Status Report - CM2</a>         |
| <a href="#">Individual Claim Enquiry - Cust1c</a> |
| <a href="#">New Claims Report - CM3</a>           |
| <a href="#">Payments Report - FM3</a>             |

Comcover Help Centre

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Select appropriate Options below to view Claims information (all are optional):

Search: Name field

Advanced

Comcover Reporting > 2. Claims Reporting

- ▶ Claim Report - Cust2c
- ▶ Claim Status Report - CM2
- ▶ Individual Claim Enquiry - Cust1c
- ▶ New Claims Report - CM3
- ▶ Payments Report - FM3

Comcover Help Centre

- ▶ Comcover Portal Factsheet
- ▶ Comcover Reporting Portal Training Booklet
- ▶ Comcover Reporting Portal Training Video

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**Organisation:**

[Select all](#) [Deselect all](#)

**Loss Type:**

- Aviation
- Business Interruption
- Commercial Property
- Directors & Officers
- Domestic Property
- Expat Medical
- Liability
- Liability Third Party Property
- Marine
- Motor Vehicle
- Overseas Travel

[Select all](#) [Deselect all](#)

**Claim Status:**

- Allocated to Consultant - Unactioned
- ANAO Audit
- Awaiting Advice from Customer
- Awaiting Advice from Legal Provider
- Awaiting Claimant/Insured/Applicant
- Awaiting Excess
- Awaiting Payment Run
- Awaiting Review
- Awaiting Service Provider
- Awaiting Settlement Advice from Legal Provider
- Claim File Requested from RMU

[Select all](#) [Deselect all](#)

**Reserve Type:**

- Legal - CMS
- Legal - Comcover
- Legal - Counsel
- Legal - Customer
- Legal - Indemnity Advice
- Legal - LSD Approval
- Legal - Third Party
- Loss Adjuster - Factual Investigation
- Loss Adjuster - Insured
- Loss Adjuster - Motor Vehicle

[Select all](#) [Deselect all](#)

**Reserve Amount:**

From:

[ ]

Lowest value

To:

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Highest value

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## Comcover Reporting Portal




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Comcover Reporting > 4. Management Reporting

|   | Name  |
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|  | <a href="#">Claim Data Export Report - DE1</a>              |
|  | <a href="#">Legal Costs As At Report - LC1AS</a>            |
|  | <a href="#">Legal Costs Report - LC1</a>                    |
|  | <a href="#">Legal Costs Report - Legal Advisors - LC1A</a>  |
|  | <a href="#">Vero Stop Loss Report - VE1</a>                 |
|  | <a href="#">Vero Stop Loss Report - VE1 Feb2009 Version</a> |
|  | <a href="#">Vero Stop Loss Report - VE1 New</a>             |

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Comcover Portal

 **Australian Government**  
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**Comcover Reporting Portal**

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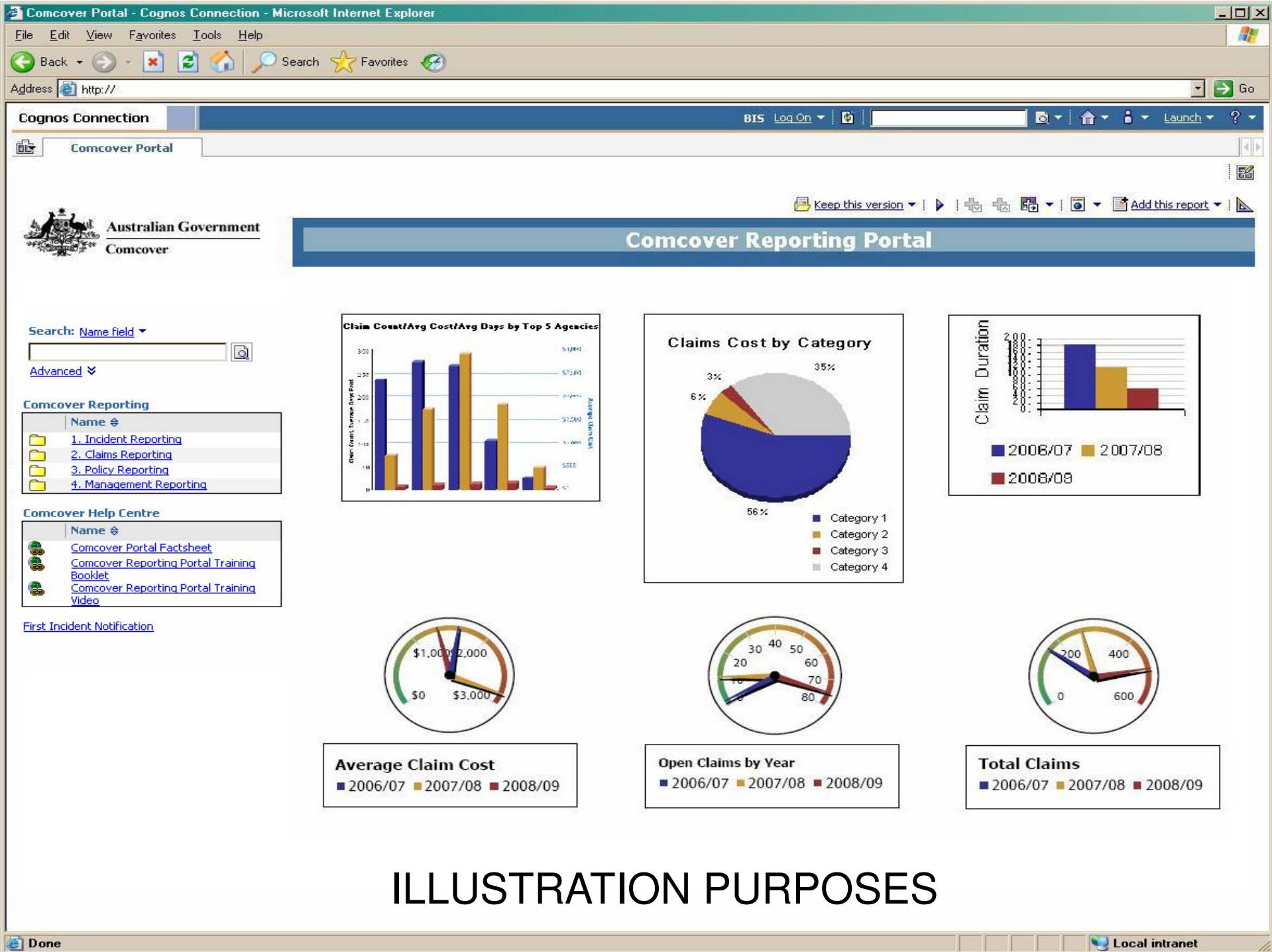


ILLUSTRATION PURPOSES

# Amoeba Success – The Meerkat approach

Simple



Suspect



Specialists



Speed



Seen

# The five S to Success

## Simple

- Don't overcomplicate reports
- All data report
- Report identifiers
- One report – many parameters

## Specialists

- Partner vs inhouse
- Testing
- Security/Infrastructure
- Formal handover Development to BAU team

## Speed

- Never enough time
- Test externally, test with volume of data
- Early Testing and often

## Seen

- End user involvement
- all team involvement
- Daily vs weekly operational updates with all parties
- Business Owner for each report
- User Training (live & online help)
- Onsite for go live

## Suspect

- Ask all the time
- Test links/passwords
- Every Icon
- Report Usage





Questions?

