

# Case Study – AXA XL

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# Case Study – AXA XL / EBOT Trading Model



**60 day**  
improvement in information transfer  
between trading partners

Elimination of  
**unallocated cash**  
on the electronic portfolio

**30% +**  
improvement in turn around times  
compared with manual processes

Sender:



Receiver:



Vendor(s):



## WHY

- Inefficient manual accounting process.
- Fastrack the resolution of accounting queries to resolve issues quicker.
- Improve collection process and move money faster.
- Improvements in data quality once processes are in place.
- Improve customer service by shifting team’s focus to value adding activities rather than repetitive manual tasks.

## HOW

- Grow/Expand our relationships with our major broking partners using electronic EBOT trading.
- Implement Ruschlikon best practices around key service level agreements and activities.
- Through the adoption of ACORD standards, the data consistency is improved which allows easy adherence to international tax requirements.
- Applied a stepped approach; started with a non integrated model and moved to full integration.

## WHAT

- Replacing manual and spreadsheet based accounting process with real time electronic messaging.
- Shifting focus of operational clarification to query and exception handling.
- Reviewing processes that support the transaction lifecycle to establish areas for improvement
- Create the basis for the future model of straight through processing by linking with placing and cash allocation activities.

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## PITFALLS / LESSONS LEARNT

- Start with a non-integrated approach and develop sophistication in the medium/longer term.
- Start small and then generate scale with the addition of more partners.
- Close collaboration with industry partners to improve the end to end process and target data quality and process issues.
- Make best use of the vast knowledge available in the Ruschlikon community who are happy to share best practice, approaches and supports implementations.
- Improved data quality and reporting on root cause analysis providing a real driver for process improvement.

## IT PRE-REQUISITS AND ADJUSTMENTS:

- External Gateway Message Management Tool (MMT) in use (WCL).
- Worked with technology provider of our policy administration system to build an integrated model linking TA/FA's to underlying data and delivering automated processes.

## SCOPE

- Scope: Using ACORD/Ruschlikon EBOT messages to eliminate paper from large broker/insurer portfolios
- Portfolio: Aon UK, Willis UK - Large Commercial
- Message types: TA, FA

## ROI

- Initial investment case very strong as fairly low cost of entry using Message Management Tools.
- Extend to integrated model linking to other systems but large benefits in process speed and efficiency.

## OUTLOOK:

- Growing the community of e-messaging partners.
- Enlarge the e-messaging scope to claim movement messages.

**“The Ruschlikon/ACORD EBOT process transformed our accounting and settlement model and allows further improving client services”**

**Simon Squires**