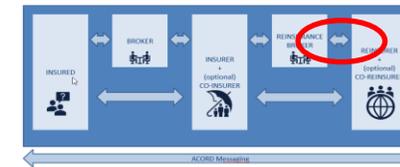


# Case Study – Munich RE

May 2023, Sandra Flingelli

# Case Study – Munich Re: Process automation and system integration



## Up to 40 %

fully automated processing achieved

## Faster cashflow

from monthly to daily financial statements / payments

### WHY

- Replace paper accounts with standardized electronic data message exchange
- Leverage the potential offered by data / process standardisation
- Automate back-office processes with economies of scale
- Gain efficiency through the reduction of manual effort and the reallocation of resources to more value adding activities

### HOW

- Make use of ACORD GRLC data standard and Ruschlikon best practices
- Perform technical checks at the gateway
- Embed business checks and exclusion lists to allow triage of exceptional cases that need manual treatment whilst standard cases are booked automatically
- Full system integration ensures that incoming and outgoing messages are handled in line with ACORD standard and that all internal quality requirements are met

### WHAT

- Automated administration of accounting and claim documents, for proportional, non-proportional and facultative business
- Improved cash flow through daily financial handling
- Automated set up of individual loss shells with basic information allow speedy claim adjudication and the capturing of qualitative information
- Embedded storage of supporting documents in our electronic business file

Sender

**AON**

**GuyCarpenter**

**wtw**

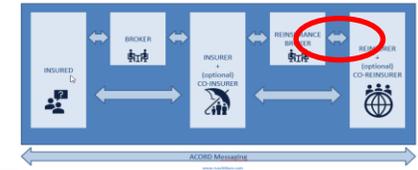
Receiver

**Munich RE**

Vendor(s)

**.msg**

# Case Study – Munich Re: Process automation and system integration



## PITFALLS / LESSONS LEARNT

- Overcome scepticism against automation (Management and user level)
- Cross-referencing of treaties, policies and claims between sender and receiver causes high initial effort but pays off quickly
- Fully automated processing of electronic messages requires continuous internal know how build up and support through more experienced colleagues

## IT PRE-REQUISITS AND ADJUSTMENTS

- ACORD compliant XML gateway and connectivity set up with each sender (via msg)
- Application of ACORD GRLC 2016-10 standard, for all message types
- Implementation of 'msg.XDI' module, which is fully integrated into the global reinsurance admin system 'SAP FS-RI'
- Integration with electronic business file to store supporting documents attached to the messages

## SCOPE

- Accounting and claim documents for proportional, non-proportional and facultative business (worldwide)
- Mainly Ruschlikon brokers with ACORD GRLC 2016-10 standard sender capabilities
- All message types: TA, CM, FA, ACK, including queries

## ROI

- Efficiency gains even with partly automated processes (e.g., electronic filing of messages and supporting documents)
- Better data consistency and quality
- Always full document and process transparency, due to integrated workflow
- Faster TAT leads to improved cashflow

## OUTLOOK:

- Support Ruschlikon market initiatives and evaluate potential business cases
- Engage in further enhancement of standards and processes (Ruschlikon BIG eAccounting & Claims)
  - Expand implementations (e.g. additional entities of existing industry partners)
    - Further increase rate of (fully) automated processed messages

**“With the incremental integration of the process automation we were able to realise significant gains, both quantitative and qualitative. However, it’s a marathon and not a sprint.”**

**Harald Mensch, Munich RE**