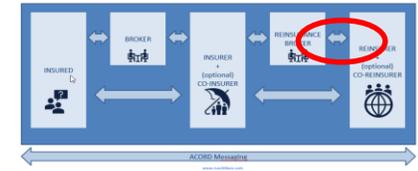


Case Study – SWISS RE

March 2021, Sergio Ibanez



Case Study – SWISS RE / TA (eBot) and Claims (eCot) w/Brokers



45 % *

Improved turn around time for claim payment approval (treaty & facultative)

WHY

- Improve customer service experience
- Reduce TAT and improve cash flow through automation
- Improve data quality and data security (Solvency II)
- Enable portfolio growth (more business) by creating economies of scale, and efficiency gains (more automation and capacity creation for value adding tasks)
- Foundation for further data flow/exchange with partners

67 %

Improved turn around time for booking of proportional and non-proportional treaty statement of accounts

HOW

- Collaboration with brokers (senders) through Ruschlikon
- Close collaboration between business and IT
- Build up automation and validation engines to better leverage digitized data and enable automation through the process
- Build up knowledge and expertise among dedicated users
- Strong change management efforts with clear digitization targets supported from Swiss Re Executive Team

69 %

Improved turn around time for Financial statement including cash allocation

WHAT

- Digitized process enabled for interconnectivity with trading partners to operate 24/7
- Reduced handoffs and human touch points using technology along the process to boost automation and improve TAT

Sender:

AON

GUY CARPENTER

**Willis
Towers
Watson**

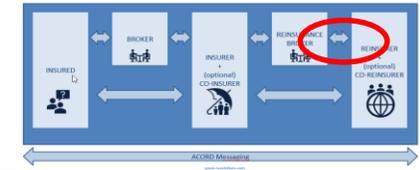
Receiver:

Swiss Re

Vendor:

DXC.technology

Case Study – SWISS RE / TA (eBot) and Claims (eCot) w/Brokers



PITFALLS / LESSONS LEARNT

- One off work of mapping: high initial effort
- Training for sender/receiver sides as well as early involvement of respective day to day operation teams
- Common agreement/expectations on process, response times for both sender and receiver
- High interdependencies , timing, objectives, roadmaps, budget and resources
- Challenges with linkage to internal system and the legacy book (high complexity due to mergers and various Swiss Re entities)
- Early portfolio understanding to identify potential issues

IT PRE-REQUISITS AND

ADJUSTMENTS:

- ACORD compliant gateway and connectivity solution (Swiss Re using an inhouse solutions)
- Vendor reinsurance administration system: DXC SICS
- Process flow and document management integrated with eBot/eCot capabilities
- eBot and eCot system sending/receiving capabilities

SCOPE

- Period: 2020
- Portfolio: comparing treaty portfolio of Ruschlikon brokers onboarded to B2B, with same brokers for not B2B onboarded portfolio (reinsurance) – Aon, Guy Carpenter and WTW
- Message types: TA treaty business, and CL treaty business and facultative risks
- APH Claims have been excluded

ROI

From 2nd reported period or subsequent claim onwards, triggers payback on benefits as Ø TAT for TA: 2 days, Ø TAT for Claims: 1 day

OUTLOOK:

- Support the industry on the development of (re)insurance eco-system
 - Explore new technologies

“Standardization of data and processes is the basis for automation of the end-to-end value chain.”

Pascal Lehmann / Sven Scandella