

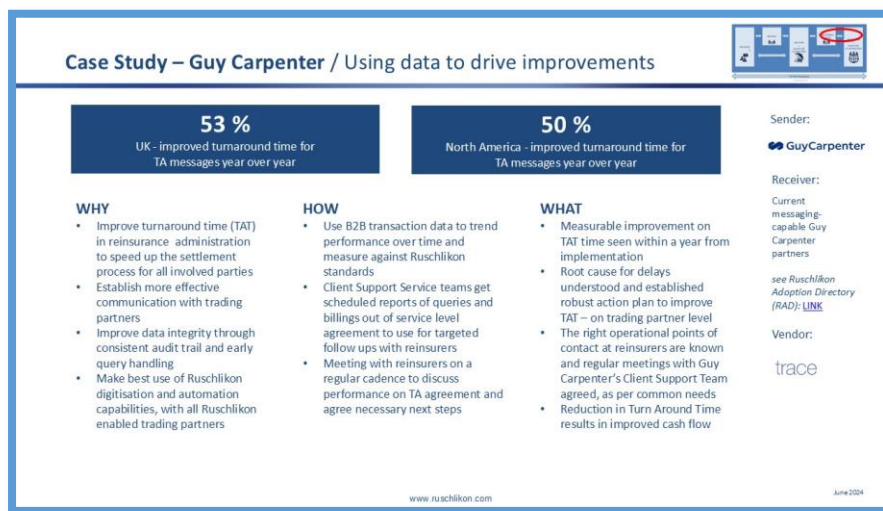
Using data for improving and steering the eMessaging portfolio

Success

Guy Carpenter's case study on improved turnaround time and fast query resolution

The Guy Carpenter case study has been published on the Ruschlikon website, in which the company reported in excess of 50% improvement in turn-around-time on the North America and UK portfolio in the administration of technical accounts by using eMessaging. The early query handling allows quick investigation and resolution of the issue, which in turn speeds up financial handling.

Tailored warehouse and reporting capabilities allow producing the required matrix to drill down on the recurring queries and to understand the underlying root causes. In regular interaction with appropriate counterparties, issues are discussed and sustainable solutions agreed.



Enclosed the link to the full Guy Carpenter case study document:

<https://bit.ly/4cWStdV>.

If you would like to know more, please reach out to Tom Lucas (directly or via the [Ruschlikon email](#)).

“Having the transactional data allows us to talk about performance with our reinsurers. We identify bottlenecks and work together to address the issues so funds flow faster for both them and the client”

- Tom Lucas, Guy Carpenter

With internal C-suite support, Guy Carpenter's global Ruschlikon implementations of the ACORD GRLC standards continue at full speed, supported by migrations to Open Twins (Trace ISYS) in all locations. With the standardized technical solution in place, Guy Carpenter's Ruschlikon implementation pipeline for 2025 continues to expand.

Tom Lucas, Guy Carpenter and eAccounting & Claims Steering Committee Member

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