

# Core insurance platform modernisation



## Success story

Promutuel transforms business with new core system for claims and policy management



Achieved permanent efficiency gains in claims processing



Reduced use of independent adjustors and overall claim cycle time



An award-winning solution – Guidewire Innovation award 2013 and 2015

PLATFORM ENGINEERING



### THE CHALLENGE

#### Consolidate claims and policy processing on a single, strategic platform

- One of the largest damage insurers in Quebec, Promutuel Insurance provided property and casualty insurance through 24 mutual associations and planned to reduce this to 16
- As part of its business transformation strategy, the group sought a single, modern claims and policy management system that would help eliminate cumbersome paper, improve business processes, reduce costs and support an ambitious growth strategy

### THE ENGAGEMENT

#### Aligning technology with business success

GFT began the transformation by building a sustainable business case for the project based on Promutuel Insurance's historic numbers and projections, followed by:

- A project implementation roadmap and revised task order management for Guidewire ClaimCenter, PolicyCenter, rating and customer data management
- Design and development of a comprehensive product architecture
- New business processes and technology to manage claims, policies, ratings, and client data management
- New ways to provide remote training and to communicate new standards to all end-users, reducing training costs, learning curve and promote best practices.
- Implementation of new digital customer services using Guidewire Digital Portals

### THE BENEFIT

#### A leaner, more efficient business that is ready to meet future challenges

- A single, unified claims platform across all member associations so costs can be shared accordingly
- Reduced use of costly independent adjustors and risk inspectors
- Increased use of preferred third-party providers, reducing claim costs and time to settle claims
- An optimised sales process and new digital offering that has boosted sales by 60% since launch
- Winner of 2013 Guidewire Innovation award in Transformation Innovation for delivery 25% under budget and 7 months ahead of schedule
- Winner of 2015 Guidewire Innovation award in Change Management for the creation of a new training approach, consisting of a gaming concept, e-learning modules, and online exercises.