



Background

Gallagher Bassett Services Pty Ltd (GB) is an Australasian based company, providing claims management and risk mitigation services to external insurance funds. GB have pioneered the Third Party Claims Administrator (TPA) model within the local insurance industry and as such their business is the administration and management of claims as opposed to the underwriting thereof.

As leaders in the TPA sector, Gallagher Bassett Services secured a contract with **Comcover**, the Australian Federal Government's general insurance fund, to manage claims arising from its 160 member departments and agencies. As part of this service, GB was required to make available to Comcover, a BI solution which provided government departments and agencies access to a comprehensive suite of reporting.

The Problem

The Comcover contract required that claim management services and the associated BI be made available upon a fixed cut over date. This imposed an extremely aggressive timeframe. The BI solution called for the establishment of a Comcover specific application, requiring a high degree of customisation, the scope of which included; implementation of a comprehensive suite of custom reporting; implementation of additional information security measures; incorporation of new and historical claim data for reporting purposes. These factors in combination, significantly raised the risk profile of this initiative.

Solution

Whilst Gallagher Bassett had a well established track record in delivering BI solutions, they identified that successful delivery of the Comcover BI application would require meticulous planning, disciplined execution and the provision of additional resources and skills. Taking the initiative, GB looked to partner with a BI solution provider that could provide the necessary expertise, skills and leadership. This they found in CatapultBI.

Initial project planning identified the need for a phased approach. The scope of work was decomposed into smaller units, prioritised and execution initiated. Working closely with GB, CatapultBI contributed to the implementation by; establishing a Comcover data warehouse environment including extraction and load processes; establishing an IBM COGNOS application environment, customised to Comcover requirements; providing leadership in the areas of project planning, governance and execution.

Outcomes

Completion of the initial phase occurred within the planned timelines and successfully delivered the required functionality to Comcover. In so doing, the foundation of a Comcover BI solution has been established, upon which subsequent phases can be implemented.

Through the IBM COGNOS implementation, government agencies and departments have access to a customised suite of reporting that provides depth of content and enhanced functionality. A reporting portal has allowed self-service reporting to be implemented, whereby information can be accessed by consumers, as and when required. These features have contributed to improved availability of claim information, positively impacting service to members. Comcover have corroborated this by saying "The reporting solution implemented by Gallagher Bassett, has provided Comcover with information that is readily accessible and has the depth needed to support effective claim review, both of which contribute to improved service to our members."

Gallagher Bassett has clearly established credibility with Comcover. The application of appropriate skills and expertise, through partnership with CatapultBI, has allowed GB to demonstrate the capability to deliver and to produce a successful outcome. This will significantly impact further opportunities within the government sector, in the long-term.