



RENAISSANCE 3.0

An integrated solution for Claims Processing

Industry

P & C Insurance

Line of Business

Wholesale

The Client

Ford Motor Credit Company
(FMCC)

The Challenge

Establish a seamless integration between the field and the claims center.

The Solution

An Integrated claims processing system to suit their changing business needs.

Key Benefit

Established a seamless integration between the field staff and the claims center, eliminating the duplicate and inconsistent data entry redundancies.

THE CLIENT

Ford Motor Credit Company (FMCC), the world's largest automotive finance company started in 1923, is a wholly owned subsidiary of Ford Motor Company. Today, Ford Credit provides vehicle financing to more than 10 million customers and more than 11,500 Ford, Lincoln, and Mercury automotive dealers. Ford Financial insures up to 4 million vehicles per year. Their major programs include wholesale, Fleet, Inland Marine, and other small products.

THE BUSINESS CHALLENGE

The existing claims processing system used by the FMCC was a standalone UNIX based system. The system was less interactive, which resulted in many manual entry sources for claims processing, resulting in massive associated manual 'paper' activities.

The manual entry processing takes around two weeks to process a claim and enter it into the system. Another drawback of this manual entry process was the high inaccuracy rate—an average of 55% of the claims processed had errors.

This unsatisfactory turnaround time and poor quality data inspired the organization to begin a search for a faster and automated claims processing system.

They required the new system to automate their claims processing system, achieve best-in-class customer satisfaction, and establish a seamless integration between the field staff and the claims center. Additionally, they required the new system to improvise on the current information sharing and communication mechanism between their departments.

THE SOLUTION

To address their accuracy concerns and poor quality of data generation, FMCC decided to implement, Renaissance eClaims Administration System, an automated claims processing solution from Systems Task Group International Ltd (STG). Renaissance eClaims was an obvious choice for the organization because it is geared specifically to process the types of claims FMCC processed daily.

A comprehensive automated solution was then implemented that provided the following features:

- Automatic alerts – The communication module, facilitates to have alerts to self or to others, within or across departments on various claim-processing events. It also enables the users to generate standard letters/forms that are part of claim processing. Communication reminders/messages can also be generated by user or by the system.

- Data management – Electronic storage, indexing and retrieval of all documents pertaining to claims were enabled.
- Web enabling of key processes – A large network of independent adjusters is managed efficiently by connecting them via the Internet for loss reporting and claims adjustment. This means that claims data can be retrieved and viewed online by authorized agents/claimants.

The Web-enabled architecture of Renaissance eClaims Administration System helped FMCC to achieve best-in-class customer satisfaction and service.

BUSINESS BENEFITS DELIVERED

Process Efficiency

- Automation of the claims processing using Renaissance eClaims helped FMCC to reduce the manual paper work, as no user intervention was required to update data into the system.
- Renaissance eClaims established a seamless integration between the field staff and the Claims Center the duplicate and inconsistent data entry instances between the field and in-house staff were eliminated.
- The Automated Letter Writer (ALW) utility of Renaissance 3.0, allowed sending letters and reminders automatically to the recipients in an Adobe Acrobat File (PDF). The PDF file would contain static and variable information to be printed. The variable information could be populated at the time of letter generation and would be marked as text fields in the PDF file.

Scalability and Security

- The secure and scalable design of Renaissance eClaims provides role-based accessibility to internal as well as external users like approvers and adjusters, who use it for making indemnity and expense payments.
- Renaissance eClaims provides a comprehensive “user friendly” claims processing system, with configurable user/function level security, user defined edits for fraud detection, and user maintained validation values.



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