



CREATIVE BUSINESS SYSTEMS

Integration Between Insurance Software & Microsoft Dynamics NAV



Creating A Better Balance Between Back-End Control & Customer Service

COMPANY PROFILES

CBIZ partnered with three reputable insurance providers. One is a well-known mutual insurance company, the other is the UK's largest provider of lines insurance and the third, a provider of non-life insurance.

Sector: Insurance

Solution: Microsoft Dynamics NAV

BUSINESS CHALLENGES

CBIZ collaborated with the three insurance companies, respectively. They experienced similar challenges, including several disparate systems that were not linking together. All were using legacy systems and needed to modernise to a more up-to-date one. Another challenge was not being able to receive accurate and up-to-date management reporting. Reporting capabilities were limited, which meant that accessing detailed information became cumbersome and time-consuming, resulting in delayed decision-making.

THE SOLUTION

CBIZ successfully integrated Transactor, insurance software, with Microsoft Dynamics NAV. This resulted in a flawless user experience where every transaction could be traced back to the source system with full audit trails. The interface uploads all sales transactions with dimensional values to enable detailed analysis of claims, payments, refunds and debt calculations. Submission of management reports was expedient with the use of those dimensions.



BUSINESS BENEFITS

- ⇒ **Greater visibility** - Dynamics NAV provided business leaders with a 360-degree view of the whole organisation as well as detailed analysis of revenue streams using dimensions. This enabled them to make quick decisions on operational efficiencies and could adapt quickly to any changes.
- ⇒ **Time saved** - Reconciliation of information across different systems was no longer required. Up-to-date and accurate information on key business performance indicators was available quickly, saving an average of **3 days per month** for each client.
- ⇒ **Operational efficiencies** - All three clients redefined their business processes resulting in improvements in operational efficiency and a reduction in operational cost. This was achieved partly by reducing the outlay on IT efforts through moving infrastructure to the cloud as well as reducing the need for reconciliation exercises between Transactor and Dynamics NAV.
- ⇒ **Improved customer experience** - All three delivered a consistent, customer journey while dramatically improving both service levels and employee productivity. Every query, whether from Transactor or Dynamics NAV, had full traceability with the customer details being reflected in both systems.