LaunchIT^{SM}

Building Solutions
THAT MAKE $ENSE

Creative Risk Solutions - Report Master

Creative Risk Solutions (CRS) is a third-party administrator providing claim management of worker's compensation and liability claims. As a third-party administrator, working on behalf of various A-rated insurance companies, CRS is held to very high compliance standards. The Report Master System is its client interfacing system where clients can report worker's compensation and liability claims and incidents. The claims and incidents are then reported by authroized agents who provide all the required details. Once the claims or incidents are reported, they are processed in their risk management application.

Situation

Each year thousands of automobile, general liability, property loss and worker's compensation reports are filed across the nation. Because CRS receives hundreds of claims per month, they created an online application to make filings more manageable for both the individual and the processing company.

However, this application had no security. Anyone could access it by a URL and report a claim or incident. Because of this, each claim submission had to be reviewed and approved by CRS staff before it was entered into the Report Master system. Information was entered manually and required at least 10 to 15 staff members. There were few validations in the system, so claim reports were prone to various mistakes with inaccurate or incomplete information.

Objectives

CRS sought LaunchIT because they wanted:

■ Their system to be more secure.

■ Reporting to be more efficient, so that staff could work on other tasks.

■ A way to reduce the amount of errors in reports.

> *"Thanks to LaunchIT and your team for the hard work and dedication put into the Report Master project for Creative Risk Solutions. Since we went live with the new site, we have had great feedback from the power users of the old site. The staff at CRS is very pleased. The project is a tremendous win for their business and customers."*
>
> *- Jonathan Altes*
> *IT App. Development Manager,*
> *Holmes Murphey*

The Solution

To address CRS' issues, LaunchIT built a new application, which included:

- A database containing all client information, claims and incidents for future retrieval and archival.

- Auto-population, to automatically fill in certain pieces of information during the process of reporting a claim.

- Industry standard security that requires users to log in to report a claim or incident.

- Forms that have required fields, ensuring that reports are complete.

- The ability for CRS users to easily generate reports, then have them downloaded, printed or emailed.

- A search function, with several filters and criteria (date, type of claim, etc.)

- Built in customer hierarchy that allows for appropriate access roles, ensuring the customer representative has access to the correct department to log submissions.

- The ability for documents to be attached to the submission, rather than mailing them separately.

- A laptop, tablet and mobile friendly display.

LaunchIT used four resources (one business analyst, one developer, one technical architect and one quality assurance resource) and spent six months completing the project.

TECHNOLOGY STACK

- .NET
- MVC 4.5 Architecture
- SQL Server

The Results

THE NEW SYSTEM

REDUCED ERRORS

REDUCED TIME REQUIRED

FOR EACH CLAIM BY

50%

2

WORKERS

INSTEAD OF 10
to complete a task