



Customer Success Story

United Commercial Travelers (UCT) implements Cognos

Situation

UCT is a non-profit financial services membership organization that provides insurance options to its members. The insurance operations also help support members' community service efforts and enable them to make a difference in the lives of others.

As with any insurance organization, there is a lot of data to be reviewed and analyzed. UCT has two distinct systems they use to run their business. The first is a policy administration system, which is used to adjudicate claims, premium billing and premium reconciliation for their various insurance policies. The second is the financial system, which handles billing and premium processing. These two systems run on two different platforms, and data extracted from their respective databases had to be done separately and required a report request to be submitted to IT for handling.

Often the data from each source would be combined and calculations were performed in an Excel spreadsheet in order to provide reports to management as needed.

Solution

MAPSYS provided the following recommendations:

- Implement Cognos as the reporting tool to tie the data from their two systems together
- Complete an extensive review of both databases
- Identify key tables of data that would be used to build the data models.
- Create data models and a number of standard reports
- Provide enablement training to the appropriate staff members

Results

MAPSYS was able to streamline report delivery by making data available to the business units with minimal IT support. Cognos was installed on a dedicated server and connected to both the policy administration and finance system databases. The extensive review of the databases was completed and all appropriate data tables and fields were identified. Based on the standard reports currently in use by the customer, it was determined that 3 separate data models would need to be created. Additionally, the three data models would support the majority of any additional standard and ad hoc reports that would be needed. Finally, MAPSYS provided training/mentoring to the appropriate staff members, so that they would be able to create their own ad hoc reports. Staff members included IT resources and the actuary dedicated to analyzing all claims and financial data.

"We took what was a difficult data base and were able to achieve the goal of putting the power into the users hands," said Vice President Ron Ives following the completion of the Cognos installation.

If you would like to know more about how Cognos can help your company achieve goals for improved performance and reporting or would like to schedule an onsite or web demonstration, contact Chris Heiberger, a MAPSYS Account Manager at 614-384-2786 or email at cheiberger@mapsysinc.com.

Key Highlights

Industry

Health Insurance

Challenge

United Commercial Travelers needed a better solution to draw data and conclusions from both their policy administration system hosted on an AS400 and their finance system which is on SQL Server. Currently, requests for reports are submitted to IT to be completed, and any comparisons between the data must be done manually.

Solution

Implemented Cognos and created connections to the two databases, and built models for the data to be used for report generation. Provided training to staff on how to create and modify ad hoc reports.



920 Michigan Avenue

Columbus, OH 43215

614.224.5193

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