

SOLVING LEGACY IT INFRASTRUCTURE CHALLENGES FOR A GLOBAL INSURER

Region:

North America

Client:

Global Insurer

Project or Retainer Name:

Solving Legacy IT Infrastructure Challenges for a Global Insurer

GB Services:

- Technology implementation
- Claim file migration and project management
- Market analysis and process development

With legacy source systems set to be discontinued in the coming year, a global insurer approached Gallagher Bassett to take over management of its portfolios for Workers' Compensation and primary Property & Casualty lines. This included overseeing migration to the Gallagher Bassett IT platform and creating a new tailored product for more precise targeting of a market segment poised for growth.

Our Approach:

Leveraging the quality of proprietary claims and risk management systems, Gallagher Bassett successfully migrated the portfolios and established an enhanced platform for the global insurer. This offered a niche premium package to appeal to, and better support, a lucrative market segment.

Results/outcomes achieved:

Harnessing both solid market insight and our proprietary systems, Gallagher Bassett delivered successful migration of both projects including seamlessly transitioning more than 1,000 claim files to the their integrated IT platform.

Further, by customizing the Risk Management Information System (RMIS) and intake capabilities, Gallagher Bassett facilitated a more rapid market launch for a premium service offering, enabling a differentiated product in a competitive landscape for the global insurer.

Statistics:

- Seamlessly transitioned more than 1,000 claim files to Gallagher Bassett's integrated IT platform.