

# Business Requirements for Claims Management KPI and Management Information System (MIS)

## The Challenge

This Client is one of Australia’s largest wealth management companies, providing investment, superannuation, insurance and private wealth solutions to corporate and institutional customers.

Due to a severe lack of information, attributed to disparate systems containing claims-related data, there was inconsistency in data capture and complex processes for building reports. The client required accurate management information to better understand the key drivers in the claims area. The business felt this lack of information was affecting profitability and damaging customer experience.

## Our Solution

InfoCentric employed best practices and thought leadership in the Information Management domain underpinned by a team with trusted expertise and capabilities.

The team developed a new reposting functionality to collate and present the disparate claims data in an easy to read format for management.

InfoCentric worked with business and IT to understand the challenges of their current environment further, capturing business requirements, identifying areas for quick wins and implementation options.

See diagram.

## The Benefits

Our detailed understanding of the business led to significant savings in time through researched and clearly documented requirements. The InfoCentric’s recommendation of the preferred solution was delivered with cost expectations and in conjunction with a high-level implementation plan. The new reporting system delivered dramatically increased business satisfaction by providing accurate and timely information needed to understand the business drivers in the claims department.

**How will InfoCentric help enhance your organization Insight today and tomorrow?**



*“The business tells me that if we switched off the flow of information provided by your team, it would be like switching off their oxygen”*

*General Manager, Compliance & Regulatory*

### Ideal Partner

*“Your end to end knowledge of retail, information management and customer behaviour makes you the ideal partner to help drive our business into new and exciting areas.”*

*General Manager, Store Operations*

### Thought Leadership

*“The thought leadership you have displayed has allowed us to improve our customer understanding in ways we would never have considered. For example, retaining high value customers by stocking high loyalty products that we would normally have deleted.”*

*General Manager, Merchandising*

## Engage with InfoCentric

Find out how InfoCentric can help you get more insight into your organisation’s information today.

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