Appian

CASE STUDY:

Queensland Treasury and Trade – Nominal Defendant, Insurance Commission

The Nominal Defendant is a statutory body established under the Motor Accident Insurance Act 1994 to compensate people who are injured as a result of the negligent driving of an unidentified or uninsured (no compulsory third party insurance) motor vehicle. The Nominal Defendant has the extended role of meeting any claims costs of a licensed insurer who becomes insolvent. The Nominal Defendant is a statutory authority within the Insurance Commission, part of Queensland Treasury and Trade.

CHALLENGE

The Nominal Defendant used the Claims Management System (CMS) to process claims. This system had been supported by an external vendor since 2000. Key reasons for the replacement of this system included:

- The age of the software platform, using Microsoft Access and SQL 2000, and the desire to update to newer technologies;

- The stated intention of the principals of the external vendor to retire;

- The imperative to move to paper-light processes: CMS required the support of significant paper files.

APPROACH

The Insurance Commission recognized the need for an improved claims management system which would incorporate process automation and data management to deliver rapid and efficient approval of insurance claims. The Commission looked at Commercial Off-the-Shelf (COTS) products for claims management, but decided against them. The Commission saw COTS products as too inflexible, taking a "one size fits all" approach to claims management and requiring a very costly and time-consuming effort for customization. The Commission wanted to retain uniqueness in its business processes to best-support its particular needs. This required a solution that could be rapidly configured, with the flexibility to easily adjust the solution over time.

Out of 17 competing vendors, the Commission ultimately selected Appian's BPM-based application platform to create a modern claims management solution that would transform work for both internal and external parties.

The Insurance Commission envisioned end-to-end claims management through a centralized platform that would allow for multiple solutions to be developed, providing business transparency throughout the Commission and to external customers.

SOLUTION

The Insurance Commission developed Connect, an end-to-end claims management solution, on the Appian platform. The solution replaced one legacy system and delivered a centralized platform for claims operations. Project Link uses Appian business rules and process management to handle all insurance claim actions managed by the Nominal Defendant. Appian's data management tools allow Connect to efficiently manage the high volume of claims.

This life cycle management approach provides agencywide transparency and instant access into the status of an individual claim at any time. Managers have easy access into Connect for any necessary approvals. In addition to Nominal Defendant, staff from other business areas use the system, such as finance staff to oversee payments to customers.

>

RESULTS

Project Link has created substantial business value for insurance claims management related to the Nominal Defendant. Process automation allows for end-to-end claim visibility. The Nominal Defendant is targeting improvements to achieve:

- reduced average life of claims, achieving faster results for customers;
- reduced claims costs; and
- reduced operating costs.

Savings will be tracked over time but given the long tail nature of CTP claims, these will not fully materialize for some time.

With the success of the Connect deployment, the Nominal Defendant will look to continuously evolve Project Link and develop further solutions for other areas of the agency.

Appian

Appian provides a leading low-code software development platform that enables organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and enables competitive differentiation.

For more information, visit www.appian.com