

## Claims Application Software Tailored for Insurance Company's Complex Business Model



### Client

SUA Insurance is a publicly-traded workers compensation and commercial property and casualty insurance carrier focusing on specialty lines such as PEO business, Towing and Recovery, Roofing Contractors and General Contractors. Business is written by best-in-class partner agents that have undergone a rigorous screening process. SUA has a profitable book of business, with over \$100 million in annual earned premiums.

### Executive Summary

SUA is implementing a new Claims+ application for both WC and non-WC lines of business a product which was purchased from Guidewire. To customize the product to SUA's specific needs, Revere is assisting SUA with software development, testing and implementation of the user interface and integration.

Revere facilitated the implementation of the following products and processes for SUA: a customized Claims+ for WC, EDI reporting to departments of worker's comp of various states, EFT interface needed with banks and vendors, and a Medical Bill Review (MBR) product with Coventry, a national vendor. Revere also developed and distributed user procedures and training manuals to the field (claims adjusters and third party administrators).

### Business Challenge

For handling claims, SUA has a unique business model incorporating partner agents, brokers and third-party administrators, and SUA works closely with outside vendors such as Coventry for medical bill reporting and Choicepoint for police reports. SUA also has a tight implementation deadline in place to meet timelines set by departments of workers compensation of various states. To coordinate the development and testing activities with all parties involved, especially with the aggressive timeline in mind, presented challenges on both the business and technology fronts.

### Solution

Revere deployed a team of software developers, testers, senior management staff, and experts on claim and policy to coordinate the implementation of products. This team worked with SUA to successfully address various activities at a business and technical level. Revere also implemented a medical bill review product and customized the Claims+ application to meet SUA's business, regulatory and training needs.

### Results

Revere has successfully implemented for the client SUA a claim application—Claims+ for workers compensation line of business and is in the process of implementing the same for other lines of business—Auto, GL. Regulatory EDI reports mandated by various states are now being sent to regulatory departments of state. Medical bill review product for a national vendor was successfully implemented at client site. Claims+ User procedures and training manuals were drafted and distributed to SUA and the field.



## For More Information

For more information about The Revere Group's services and solutions, call 888. 4REVERE.

## About The Revere Group

The Revere Group is a North American Business Unit and a majority-owned subsidiary of NTT DATA, a multinational organization.

Founded in 1991 and headquartered in Chicago, The Revere Group is a leading global business and IT solutions consultancy that specializes in assisting high performing mid-tier and fast growing companies. Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success. Revere focuses on five key business challenges to increase your business agility and bottom line results: [Operational Efficiency](#), [Analytics and Collaboration](#), [Interactive](#), [Enterprise Platforms](#) and [Managed Services](#).

For more information about The Revere Group, go to [www.reviregroup.com](http://www.reviregroup.com).

## The Revere Group

### Service Excellence

The Revere Group is a leading global consultancy dedicated to delivering business and IT solutions. Revere focuses on helping organizations improve their financial and operating performance through the combined application of technology, people and process.

In an industry marked by innovation and change, organizations can look to Revere for its senior consulting model, strong business and technology expertise, and client-focused project management methodology.

In addition to providing clients with world-class solutions, Revere is dedicated to the highest service standards. Vast experience in providing end-to-end solutions in diverse industries and platforms means Revere can deliver measurable results and exceed expectations. Additionally, knowledge and expertise with proven onsite, offsite and offshore methodologies and execution processes has established Revere as an industry leader in the marketplace.

### Industry-leading Outcomes

Revere brings vertical industry market knowledge to help Healthcare, Manufacturing & Distribution, Entertainment, Financial Services, Insurance and Private Equity clients succeed with their unique business objectives.

## Think. Build. Source.

As your trusted advisor, Revere provides industry, process and technology expertise with a proven service approach—Think, Build, Source—to pave the way for your success.

**THINK** – Companies continually face the challenge of aligning their business objectives with their IT strategy. An effective roadmap with a strong business case delivers a path to achievable goals with measurable results. Revere helps identify and link people, process and technology, bringing clarity to your business and IT initiatives.

**BUILD** – A successful implementation is the driving force behind all that Revere does. We deliver the right solution on time and within budget. Disciplined project management skills and business aptitude ensures the success you rely on.

**SOURCE** – The right balance of sourced functions can improve your IT service levels and return on investment, allowing you to more effectively meet your business needs. Revere helps identify a strategic sourcing model based on internal capabilities, external resources and cost.