25 instructor-led courses	493 people trained
770 user guide pages	7-to-10% gain in productivity
4 months to develop	

Insuring a
Successful
IMPLEMENTATION

Meeting the Challenge to Align Technology and Process into a Single Model of Execution

A Massive Undertaking

As a leading multi-line insurer, we at QBE North America have faced many challenges related to operating diverse and geographically dispersed lines of business as a single entity. As part of our strategic imperative to think and act as one company, we decided it was time to implement a single claims software platform to replace nine different legacy systems serving 21 lines of business. Beyond the technological implications of the large system implementation, the new platform required alignment of our claims processes and workflow to a single model of execution. We knew that Advantage Performance Group would be the right partner to help us with the training component of this massive undertaking.

While the new claims system, Guidewire ClaimCenter, was to be highly configured to meet our technical requirements, Guidewire's training materials and user guides were generic to the system and were not aligned with our new claims model or configuration. In conjunction with the implementation, we asked Advantage to help us develop a comprehensive training program and materials that would provide context for claims employees and support them as they transitioned to the new processes and workflow. Our goal was to fully convert to the new model in less than 18 months.

A Partnership that Meets the Challenge

Advantage brought in long-time strategic partner Root Inc. to help conduct an analysis and design a solution that would allow us to fully transition to the new platform within the tight timeframe. Once the design was created, the partners got to work. Within four months, they developed instructor-led courses for three of our distinct audiences: claims adjustors, managers, and administrative support. They created a new, robust set of user manuals that blended systems and process training into a single source; prework, which provided e-learning modules and practice with high-level navigation; and 30 quick-reference cards aligned with specific critical tasks and processes. All of these components were designed and created while the system was under development, requiring multiple iterations and continuous feedback and testing.

Measurable Productivity Gains

493 people trained

17 online tutorials, 51 claim center updates, 25 instructor-led classes, 3 e-learning modules, 770 pages of custom user guides, 30 quick reference cards developed in 4 months

9 legacy systems serving 21 lines of business reduced to 1 claims platform

7-10% productivity gain

The solution developed by Advantage and Root allowed us to roll out the entire claims system and fully train users in record time. Extensive train-the-trainer programs developed in-house facilitators who quickly gained the skills and confidence needed to cascade the training throughout the organization. Within nine months, our entire claims organization was trained and comfortable working with the new system.

As a result of the successful rollout, our claims adjusters have demonstrated a measured 7-to-10-percent productivity gain! In fact, the project was so successful that our internal trailblazer team won an internal recognition award for the training portion of the implementation. In addition, Guidewire saw the value-add that the solution provided and asked us to present the solution at their annual conference.

> " The customized, integrated ClaimCenter and claims process training developed by Advantage and Root, including the train-the-trainer program, contributed to the overall quality and success of the ClaimCenter rollout across the entire organization. "
>
> – SVP Claims, QBE

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QBE

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