

Document Management Solution for a leading Commercial Property Insurance and Risk Management organization

The Client

The client is one of the world's largest commercial and industrial property insurance and risk management organizations specializing in property protection. More than one out of every three Fortune 1000 companies, as well as leading international corporations, benefit from the client's superior financial strength, policy coverage, risk management skills and extensive expertise in loss prevention engineering and research.

The Challenge

The Internet is rapidly becoming a standard virtual marketplace for all types of commerce including but not limited to banking and financial services. To utilize Internet to its complete potential, the entire document management application has to be available across the network, which allows FM Client support members to assign the workflow documents to move across various people seamlessly and improve the overall productivity of business.

The Objectives

- To better understand and document the nature and causes of their risks.
- To implement sound loss prevention solutions that safeguard their properties against the threat of loss.
- To implementing consistent cost-effective insurance and risk financing solutions worldwide.
- To minimize business disruption and its financial impact in case of a property loss.

The Solution

The Document Management is a proprietary custom solution is an integral part of the Client Servicing Solution application. The Client Servicing Solution allows the client employees to assess the location and recommend Loss prevention solution to achieve minimal business disruption and its financial impact if a loss occurs.

Once the assessment is done the location information is stored in the form of a workflow document, which is stored in a central repository. This information can then assessed by various underwriters and field engineers for better risk management solutions. The application also supported all the features required in a best in class document management solution.

The solution allowed the client to access Location Assessed Documents over the Internet for analysis, hence improving productivity of the overall analysis process and substantial cost savings. It also helped them in educating their customers to apply loss prevention procedures.

Tools and Technologies used

- IIS (Web Server)
- MS SQL Server & Oracle (Database)
- Microsoft .NET Architecture
- Crystal Reports (Reporting)
- Visual Studio .NET (Development Environment)
- ASP.NET, VB.NET & C# (Languages)
- ClearQuest (Bug tracker)
- IRobot
- Windows XP (Operating System)