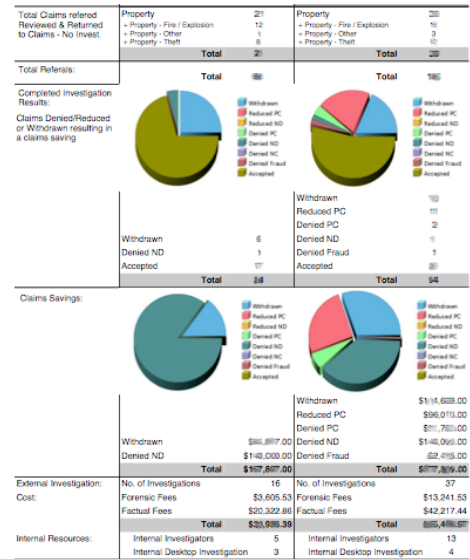




Australia's Largest Insurance Carrier

“... it's the ability to monitor my suppliers (vendors) and produce my end of month report at the press of a button that impresses me most ...”

Executive Manager,
General Insurance Division.



Polonious Case Management Solution has been implemented by Australia's Largest Insurance Carrier with coverage in all lines of business from general insurance to life, Australia-wide.

When faced with the challenge of Case Management their decision was build versus buy then host internally or outsource.

Polonious Case Management Solution (PCMS) was chosen because it was an 'out of the box' solution that could be run as an ASP service which meant no development costs or drain on internal IT resources.

PCMS went live 12 months ago and has already been rolled out to investigation vendors around the country.

Suppliers (vendors) were trained in use of the system, including recording log entries, invoicing metrics and expenses, entering milestone dates and uploading media and documents.

With suppliers now actively using the system there has been a reduced need to copy data, emails and documents from one system to another.

These improvements have freed up internal investigative resources to focus on developing better investigation

strategies and managing investigations.

Their Executive Manager, General Insurance Division said

“Overall it's the ability to monitor my suppliers (vendors) and produce the end of month report at the press of a button that impresses me most.”

REASONS FOR DECISION:

- ✓ No development costs.
- ✓ Supplier / Vendor management.
- ✓ Advanced Reporting.

