3/15/2019

**System Request**

**Project Name: Automated MVR System**

**Project Sponsor:**

Name: Brian

Department: Director of Business Technology

Organization: Federated Insurance

**Business Need:**

A more efficient means of requesting MVR’s and monitor reports. This system should allow the proper information to be exchanged between the report broker’s, processors, underwriters, and customers. The proposed system should be user friendly, accurate, and efficient to the task.

**Functionality:**

The system will be based on an SQL server, and will allow customers to submit their or their employee’s information for review by Federated Insurance employees. This information will be used to request an MVR and will determine whether the client is accepted and what their quote will be. After initial client data input, the system will automatically request MVR forms based on driver status, and whether the client is flagged for additional monitoring.

**Expected Value:**

Tangible:

Cost - by reducing redundant MVR requests.

Intangible:

Time – Automation does not require user interface.

Morale – Less frustration due to repetitive tasks, faulty systems, and redundancies.

Customer Satisfaction – Ease of use makes clients happier.