There is opportunity to improve data quality, service lead-time and operational effectiveness by automating elements of manual rekeying within the commercial lines underwriting journeys
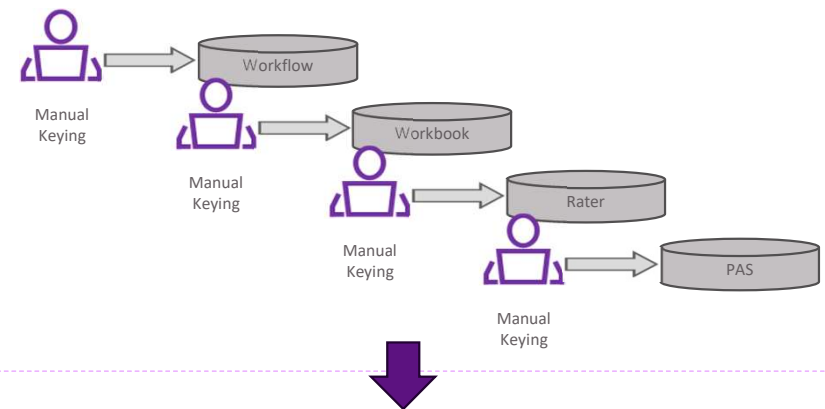
Opportunities

Area	Process	Improvement	Benefit
Liverpool UWS & BPO	Renewal Workbook Creation	Elimination of manual Keying for Non-Acturis, Non-PUP products through data transfer from previous year Workbook.	• Data Accuracy • Lead Time • Capacity creation • Role enrichment
Regional Underwriting	New Business & Existing Business	Automation of data between systems for Non-Acturis, Non-PUP products	• Data Accuracy • Lead Time • Capacity creation • Role enrichment
Regional Underwriting	Existing Business	Create claims portal to interrogate and report across the multiple claim's platforms	• Lead Time • Capacity creation • Role enrichment

Improvement Approach

I.   Review process to eliminate non-value-add systems

II. Review current data points to identify and eliminate redundant fields

III. Map data points between PAS, MSD and Raters to identify dulcification

IV. Analyse cycle-times and demand to calculate hard benefits

V.   Determine ease of implementation for each automation opportunity

VI. Feasibility and benefit analysis of opportunities for prioritisation of system

Current State

Shared data is required by several systems driving duplication of manual rekeying

Future State

Using automation between systems would remove the need for multiple re-keys