



Case Study: Insurance

One of the leading public listed insurance companies in the world, established for over 300 years, with over 23,000 employees, serving over 17 million customers in 140 countries.

A specialized insurance company for national and international insurance programs in a wide range of commercial and personal insurance lines. Combined with its expertise in claims handling and risk management, it can offer every customer a suitable solution for their specific needs.

Offering suitable insurance solutions globally

- **24 hour referral underwriting turnaround using instantaneous collaboration platform**
 - **Customizable platform, local languages with consistent reporting**
 - **Best-of-breed FSA compliant, secure & auditable platform**
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The Challenge

As a global company one of the key challenges that we faced was finding a system that could be easily deployed for different areas of the insurance business, operating in different time zones and languages, with the ability to invite external expertise into projects and having a central document and data repository with comprehensive reporting capabilities.

Over the last 300 years acquisition and expansion has been prolific. With over 50 companies in the UK alone and recent expansion in Asia, the Middle East, Latin America and Europe, it was essential to enable efficient collaboration across these entities and ensure compliance with global IT standards.

Why Sosius?

Within 5 minutes of starting a new project the client can have a new collaboration space created, relevant users and external contractors invited in and working, posting, sharing and referring started immediately. The platform's ease-of-use and flexibility is able to accommodate emerging and mature markets in local languages, with no IT involvement for implementation and is secure and auditable for FSA compliance.

The Results

With implementation across the globe, social and cultural barriers have been broken down. Using a similar look and feel to Facebook and in local language, the platform has helped build relationships and mitigate any conflict associated with mergers. Employees are comfortable using it on a day-to-day basis without IT support, ensuring that new company acquisitions are up and running effectively immediately. Time zones are irrelevant: work can be posted, worked on and shared around the clock ensuring 24 hour coverage. All documentation is posted, shared, edited, tracked and stored in a central repository ensuring auditable FSA compliance with consistent weekly and monthly reporting.

The Future...

Over the last 6 years, usage of the platform within the client has grown 35x. The platform has exceeded expectations on all criteria and deployment of the new Innovation application is expected to drive substantial further uptake by enhancing the input of diverse social and cultural expertise into the client's policy and growth.