



Document Repository Standards

Changing the Process Flow of Data and Document

ACORD-LOMA Insurance Systems Forum
24th May 2004

Industry co-chair: Teddy Tarlton

ACORD Standards: Serge Cayron,

FARADAY™



Agenda

■ Business perspective

- ✓ Teddy Tarlton, co-chair of the ACORD pilot project group

■ ACORD DRI Standards

- ✓ Serge Cayron, ACORD Standards

■ Pilot project

- ✓ Teddy Tarlton, co-chair of the ACORD pilot project group
- ✓ Serge Cayron, ACORD Standards



The problem ...

Business responses

- **Major investments in Document Management Systems**
 - All parties worldwide
- **London bureau market:**
 - Lloyd's underwriters, company insurers and brokers demand to use electronic documents, in accordance with LMP initiatives
- **Recognition of multiplicity of repositories**
 - And different ways of working
- **Need for interoperation = standards = ACORD**



Benefits being sought

- **Improve overall service time to clients**
- **Improve control of process**
- **Reduce costs**
- **Documents available at any time to all**
 - Subject to authorization
- **Eliminate serial processes**
 - Single version of the truth
 - Or authenticated copies
- **Reduce transmission delays**
- **Tightly couple data and documents**



Business functionality at desktop

1	View file/documents electronically via market application	Available in London Market for claims through CLASS
2	View file/documents electronically in own, shared market or trading partners' repositories	Direct access to repository
3	View file/documents from own (cedant, broker, or (re)insurer) applications	Direct access through URL link
4	Download file/documents into own document management system from trading partners' or shared market repositories	ACORD Document Repository Interface Standard (PULL)
5	Load shared market or trading partners' repositories individually by document	ACORD Document Repository Interface Standard (PUSH)
6	Load trading partners' or shared market repositories individually by claim	ACORD Document Repository Interface Standard (PUSH)
7	Load trading partners' or shared market repositories automatically en masse from own system	ACORD Document Repository Interface Standard (PUSH)
8	Single sign on to all trading partners' or shared market services	Consumers' requirement
9	Notifications by email, web service or market application	(Precursor to) ACORD Document Repository Interface Standard (PULL)



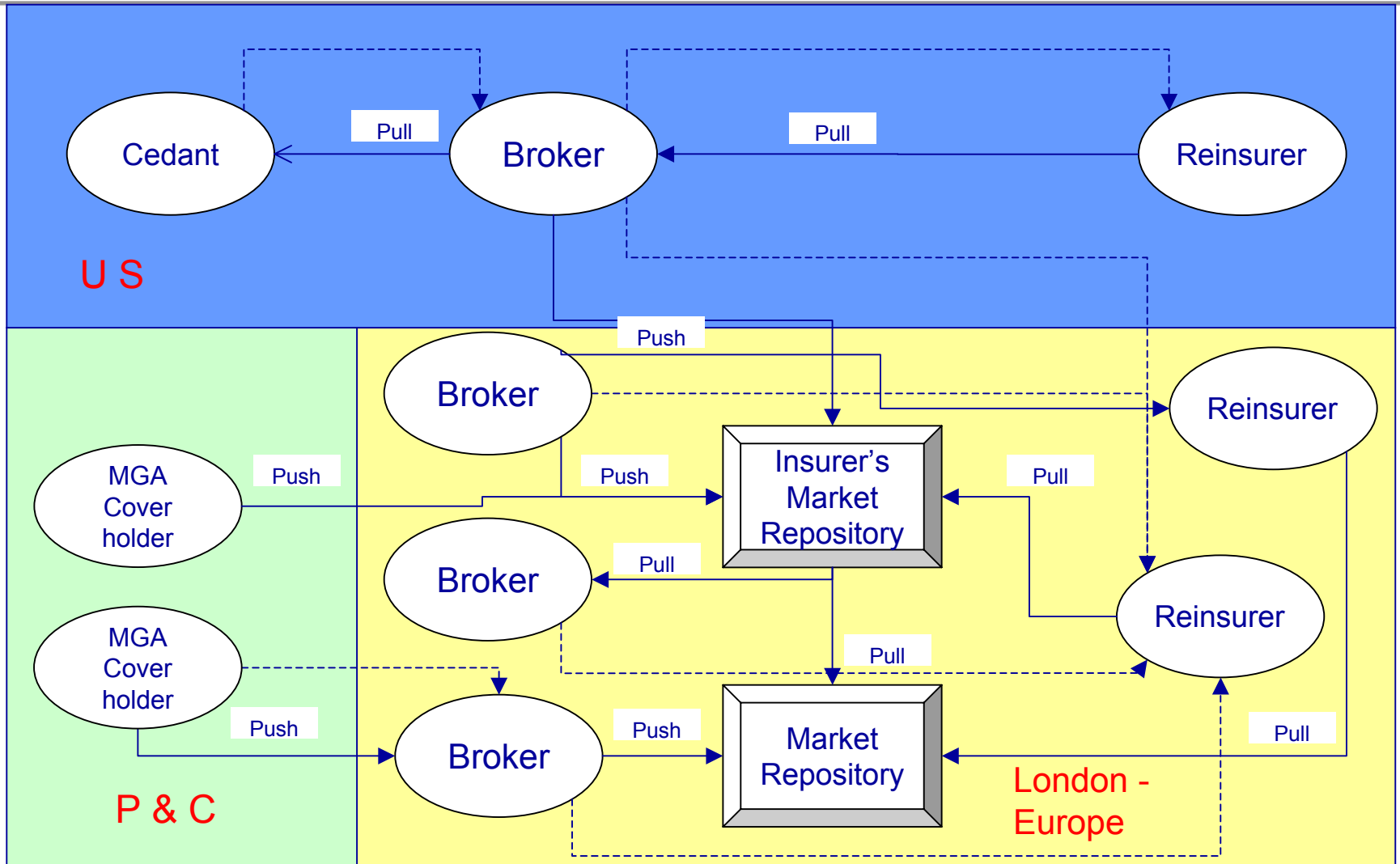
Document Repository Interface standard

Purpose of Standard

- Automatic interchange of free-format documents between repositories
- Supporting various interoperation models
- Tight coupling of documents with data and transactions



Business and repository interactions



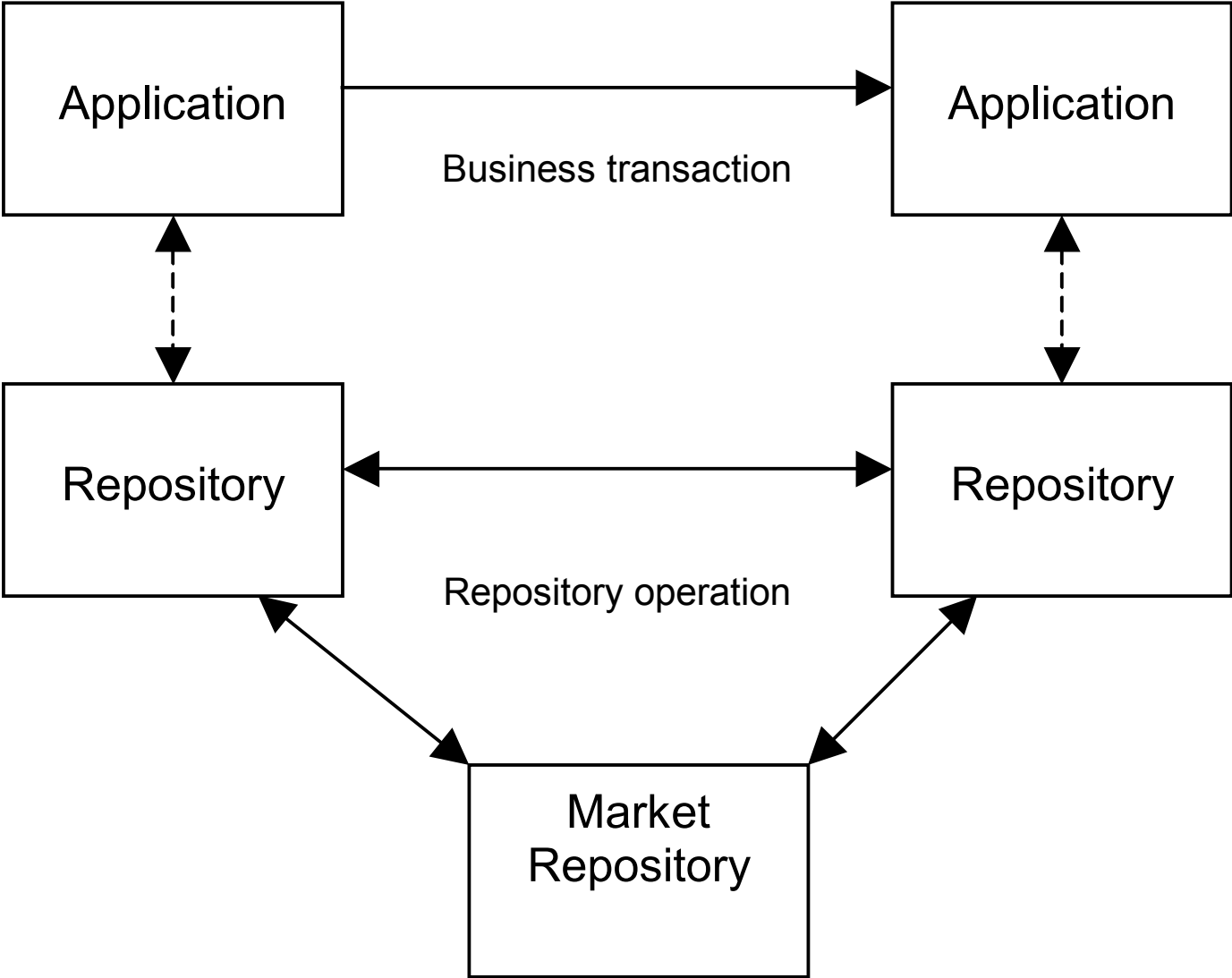
 Repository operation
 Business transaction

Usage examples

Examples from the Reinsurance domain:

- **Placing message (Quote request) accompanied by exposure breakdown and claims analysis**
- **Technical Account (Proportional Treaty) with breakdown of entry amounts in supporting document (spreadsheet)**
- **Claim Movement with supporting claim information; e.g. breakdown of aggregate loss details or pictures of a loss location**
- **Loss adjuster's report on a Claim**

Interoperating systems (simplified)



Models of interoperation

- **Push document(s)**
 - In stream with business transaction
 - *Upload* repository operation
- **Pull document(s) – notify and download**
 - Notification to application - through business transaction
 - Notification to repository – through *Notification* repository operation
 - Notification to end user – through *e-mail or ad-hoc*
 - Download to repository – through *Download* repository operation
 - Download to end user – through web browser



Models of interoperation (cont.)

■ Search and Pull

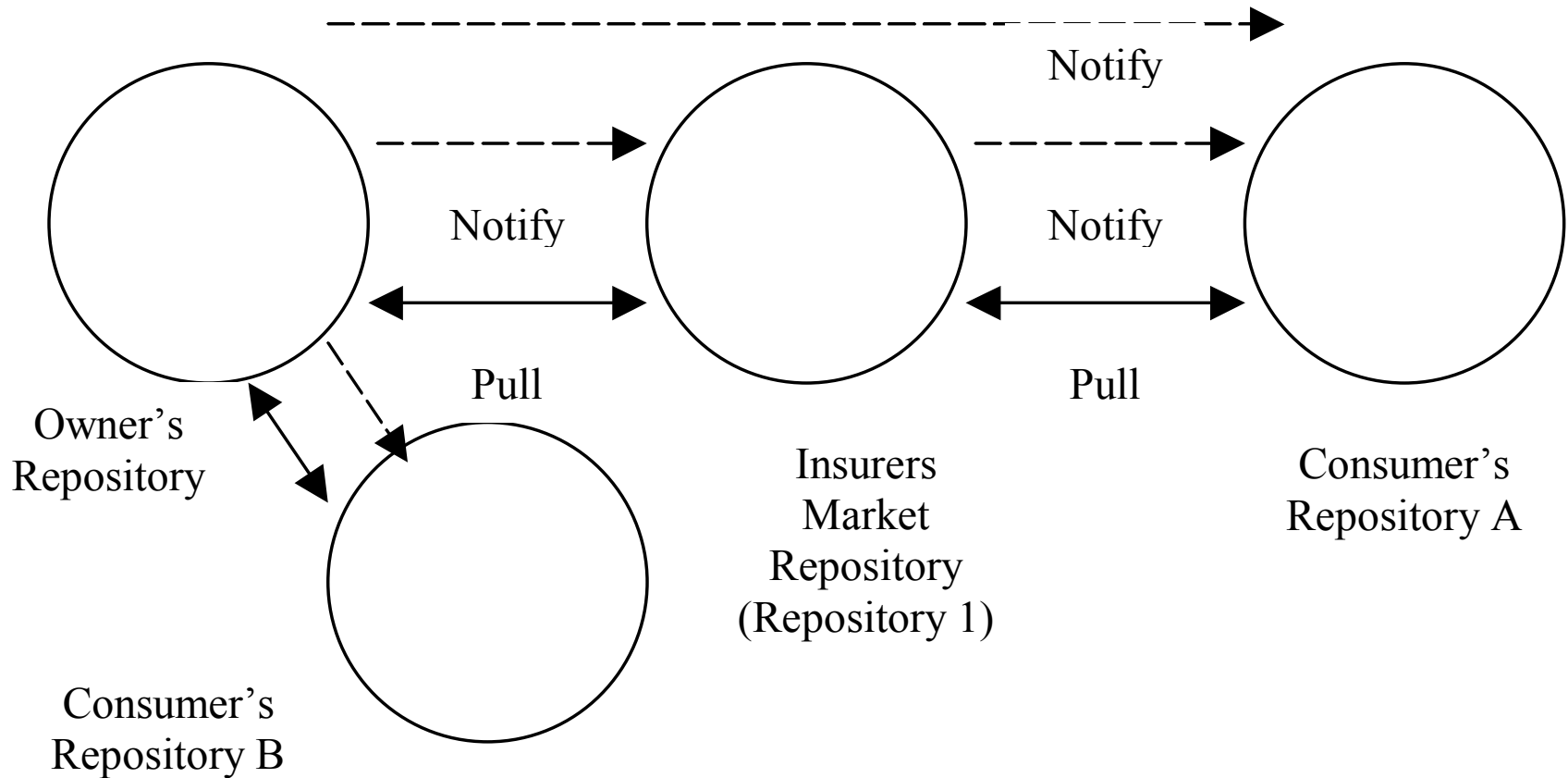
- Search through Web browser
- Search through *Search* repository operation

■ Interoperation with Market Repository

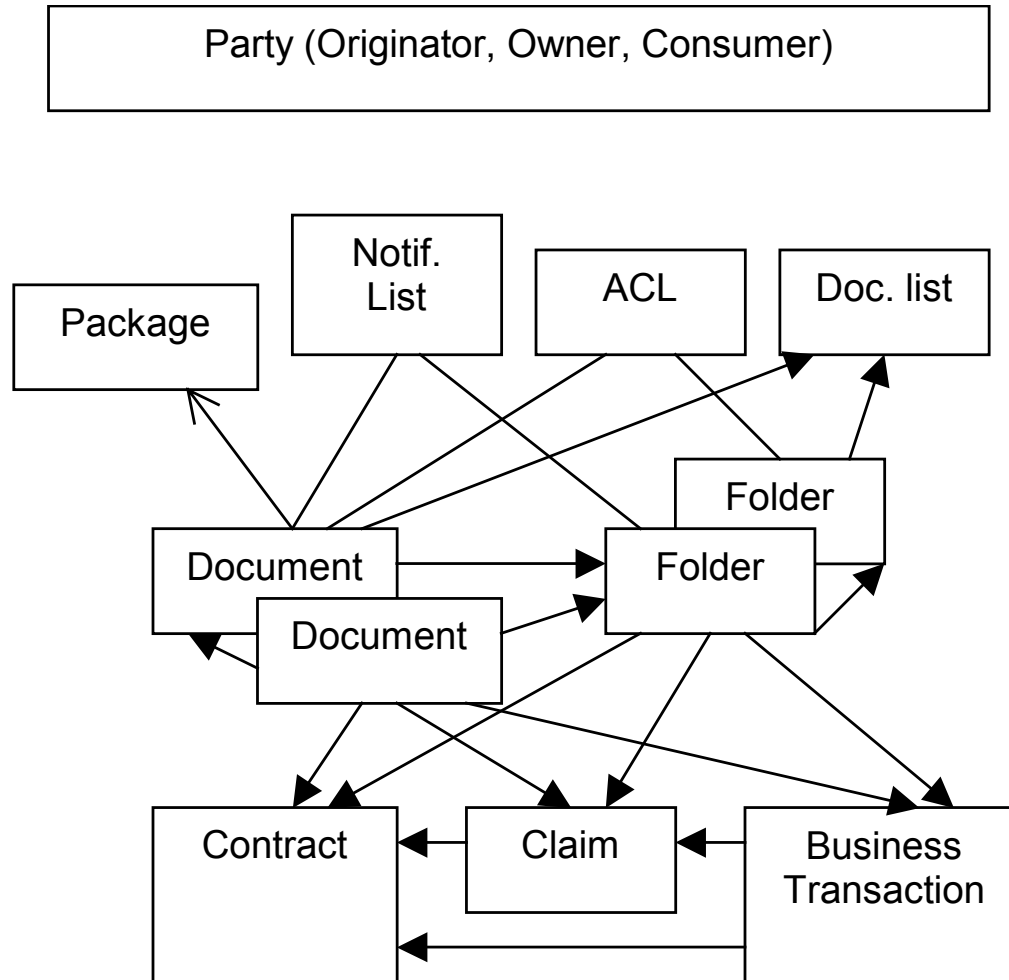
- *Create Folder* operation
- *Download Folder* operation
- *Change Attributes* operation
- Exchange of Access Control Lists and Notification Lists



Use case : London pull scenario



Data model

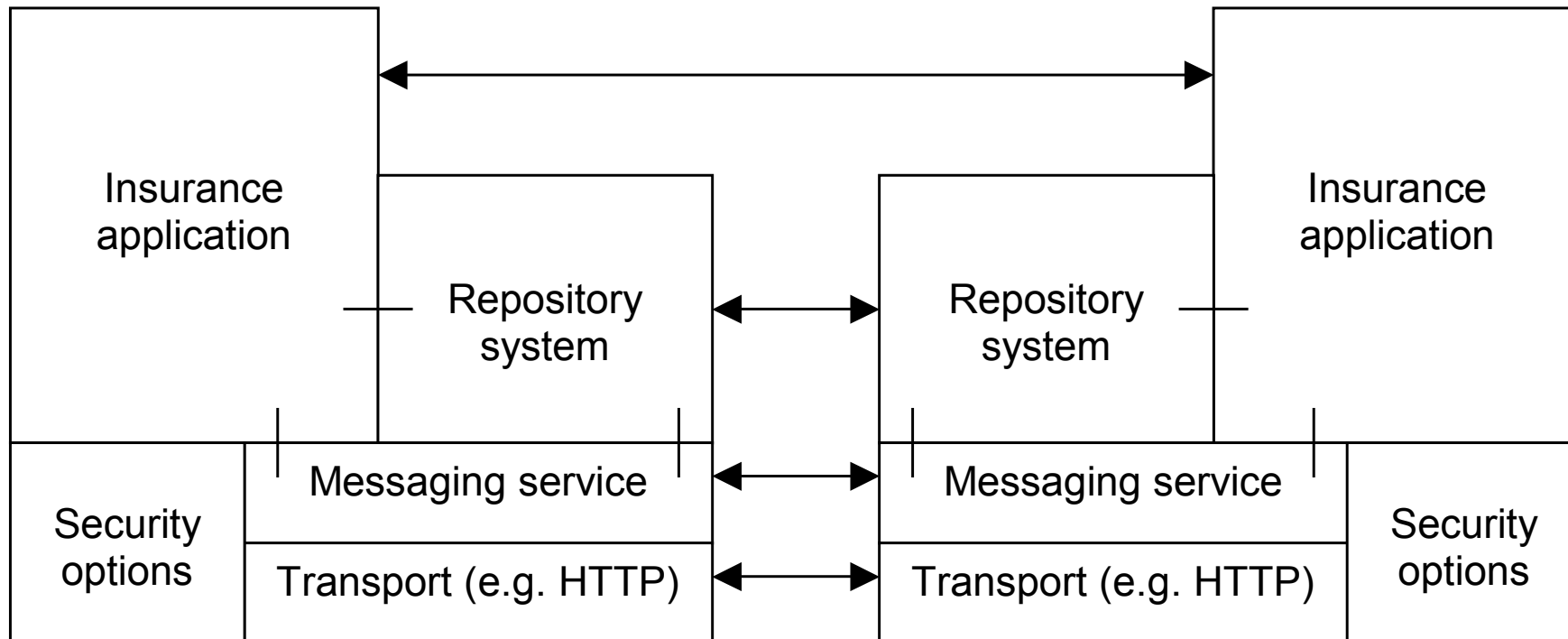


Interoperability standards

- **ACORD Messaging Service standard**
 - Provide a standard mechanism for transporting XML messages and supporting electronic documents over SOAP
 - ▶ *Version 1.0 published September 2003*
- **Document Repository Interface (DRI) Standard**
 - Support automatic interchange of free-format documents between repositories
 - ▶ *Submitted to vote in June 2004*
- **Standard approach to security issues relating to Messaging Service**
 - Security requirements and solutions being addressed in the ACORD Joint Architecture Group



Architecture and software components



Piloting - ACORD Policy

- **Could publish and then maintain through versions**
- **Pilot project is an opportunity to prove and have a focus implementation group prior to voting.**
- **Implementation deadlines are not set by ACORD.**
 - That is the role of market implementation groups driven by business needs
- **ACORD's role is to provide the forum for the focus implementation group and to drive to a solid standard**



Pilot Project

- **This project is sponsored from RLC but has application to P&C.**
 - Sponsor: Mike Wright (Willis)
 - Industry chairs from the RIGs (LE, US):
 - ▶ Maggy Leon (Guy Carpenter), Mike Smith (Lloyd's), Teddy Tarlton (Faraday)
 - ACORD Standards: Serge Cayron, Rien van Keulen
- **The ACORD members define, prove and ratify standards**
 - ACORD staff facilitate the process
- **Full Ratification twice a year (June and November) – aiming for June 2004**



Types of Partnership

■ At business level

- E.g. Broker – Underwriter
- Document exchange can go through service intermediaries
- Not all partners concerned with the DRI standard

■ At Repository interchange level

- Between any parties who automate document exchange via the DRI standard.



Companies engaged

- **Benfield**
 - Lloyd's underwriters e.g. Faraday,
- **Aon**
 - Lloyd's underwriters e.g. Wellington and others
 - IUA companies e.g. Munich Re and others
- **Willis (validation level)**
 - Lloyd's underwriters e.g. Brockbank (XL Re)
- **Xchanging/Ins-sure**
 - As insurers' claims repository service provider
 - Extensions to support closing and other business processes e.g. outward reinsurance.
- **Kinnect (validation level)**
- **US participants (validation level)**
 - Brokers: Guy Carpenter, Aon Re
 - Cedent: AIG
 - Reinsurer: XL Re, Scor



Timetable

- **Start pilots – late January 2004**
- **Review of implementation feedback meetings – February - May 2004**
- **Working demonstration implemented - May 2004**
- **Put forward for standards approval – May 2004**
- **Standards approved – June 2004**
- **Start business implementation – June 2004**

Contacts

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