

XMLife

An Industry Cooperating For Success
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Introductions

- Tony Hashem
 - Manager Information Technology
 - First Colony Life Insurance Company (FCL)
- Tom Scales
 - EVP, Operations and Technology
 - BISYS Insurance Services

Goals

- Provide information and status in an automated form
- Eliminate errors from manual information sharing
- Updates without intervention
- Shorten overall cycle time

Statistics – BISYS to FCL

- BISYS applications to FCL
 - 54,000 per year
- Image pages transmitted to FCL from BISYS
 - 1 million per year
- 10,000 Appointments per year

Statistics – FCL to BISYS

- Pending case download transactions
 - XMLife format
 - 2.5 million per year
 - 6 downloads per day
 - Instant update of the BISYS website
- Commissions statements/checks/transactions
 - 360,000 per year

Challenges

- “That’s not the way we’ve always done it”
- Early adopters of the model
- Mixed feeds – NAILBA and XMLife
- Implementation cost
 - Dollars
 - People
- Impact on concurrent projects
- Carriers are not on-board

Challenges

- Ambiguity in the relationships of the model
 - Leading edge of implementation
 - Stressing the volumes
- Proprietary Requirements
- Response File Timing Issues
- Communications / Security
- Too Much Data
- XML / NAILBA Transition Issues
 - Perhaps the most complex issue

Staffing/Resource needs

- FCL
 - 8 People
 - Developing since 2000
 - Excess of \$2 Million Investment
- BISYS
 - 4 People

If We Had To Do It Again

- FCL
 - Pull data From Data Warehouses instead of Host Systems
- BISYS
 - Pressure carriers to move to XMLife at a faster rate
 - FCL on the leading edge
- Both
 - Standardized Meaning of Elements

Best Practices / Advice

- Common Format For Parsing
- Batch at Night
- Bandwidth, Bandwidth, Bandwidth
- ACORD Participation
- Jump in with Both Feet
- This is not just an IT project
 - Cannot stress this enough
 - Business owners must drive the process

Going Forward

- Batch at Night / Real Time During the Day
- Commissions
- Licensing / Appointments
- In Force Transactions
- Imaging
- Application Upload
- Agent Address Upload