

LAS VEGAS 2004 ACORD/LOMA

Repository Interoperability

Date May 2005



- What Benfield already had (docs in a repository)
- What is Document Repository Interoperability?
- What business drivers do we want to support
- What Benfield implemented
- Where the Acord Standards are helping
- Where it has been painful
- Where we bought solutions
- Partnerships



What Benfield Already Had In Place



- All risk-related business documents are stored and indexed in a single location
- Distributed access using standard technology (e.g. browser)
- Documents can be retrieved by any member of staff from their desktop
- A Common tool for Insurance and non-insurance documents
- Integration into the electronic infrastructure
- Involve all of the organisation
- Provide a platform for sharing documents with trading partners within a structured and secure environment
- Documents can be shared in different locations and on the move



Documents in the Benfield Repository



	All versions of All Documents	Latest Versions	Slips	Cover notes
1999	178,574	154,961	16,660	7,053
2000	107,289	69,315	5,909	3,135
2001	116,746	77,829	6,138	3,941
2002	213,667	133,866	11,147	10,024
2003	331,373	258,452	9,298	8,501
2004	62,690	37,962	3,539	3,684
TOTAL	1,010,339	729,385	52,691	36,338



What is Repository Interoperability



- Unstructured data is de facto standard of the Insurance industry
- E-business is an important business driver
- New User Interface
- Improved Security Features
- Creating a URL for trading partners
- Web Services – Search and Retrieve



What business drivers do we want to support



- Support for Electronic Structured Data Exchange
- Electronic Claim File Processing
- Repository Interoperability Pilots
- Allowing customers and reinsurers to augment their own repository
- Copy closings
- Contract Certainty



What business advantages do we want to gain



- Reduce day-to-day claims broking
 - no walking / delivering files
 - no fax – additional info
 - automated audit trails – no paper trails
 - no scanning Treaty Accounts
- Enhance Presentation to overseas RI's closings plus
- Copy Closings
- Contract Certainty at premium entry time



What Benfield Implemented



- We now have implemented a Web Services Infrastructure
- Generation of URLs provide support for ECF pilots .
- Generation of URL to support Electronic Data Exchange
- Actual Repository Interoperability – software in place to support DRI pilot
- Our Pilot is in progress



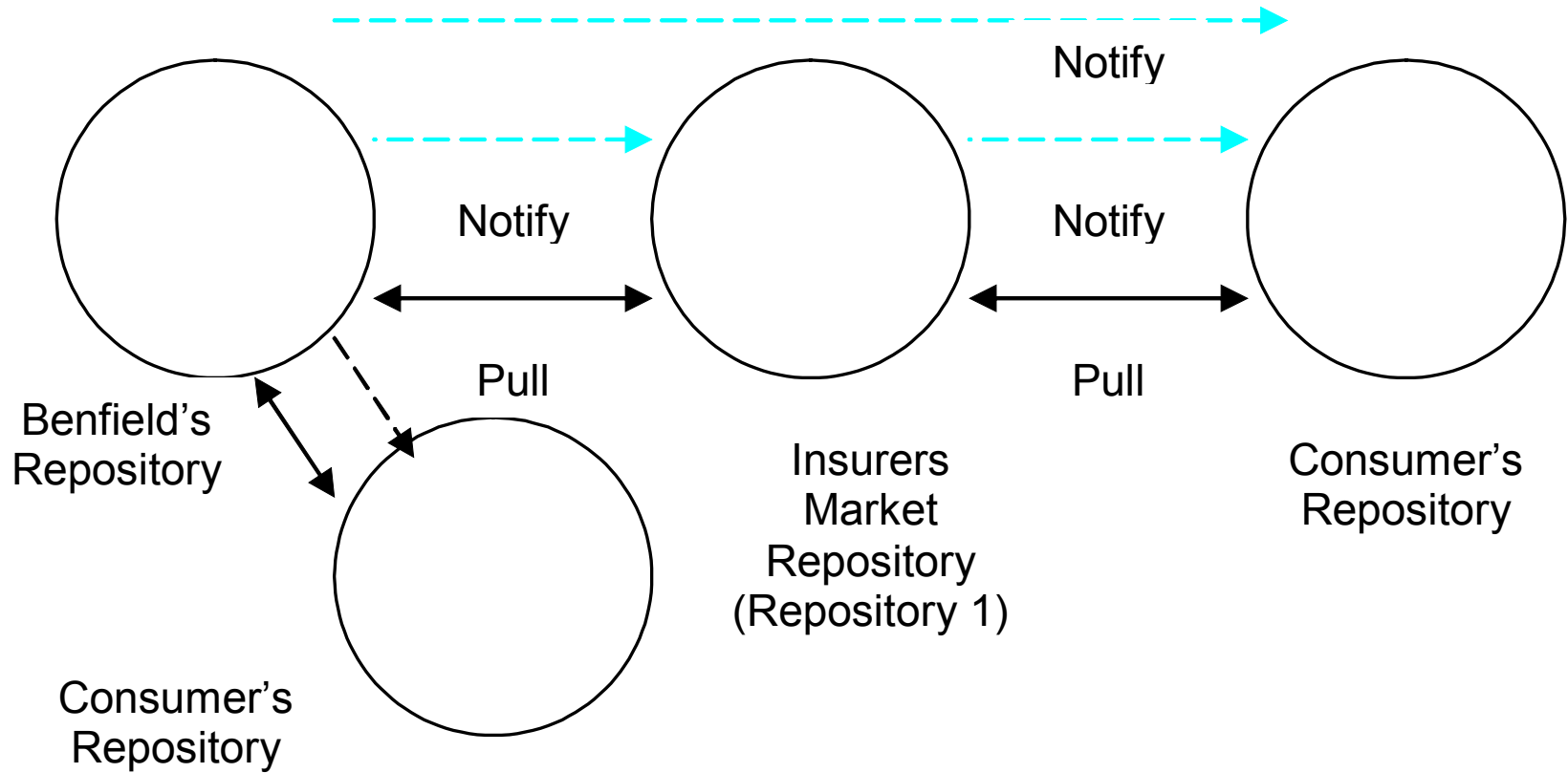
What we wanted to implement



- Pull Model .
- Synchronous
- Search and Retrieve
- NOT specifically looking to support some else's Repository
- Also New User Interface
- Also URL generation facility



What we wanted to implement – ACORD wise





Where Acord Standards have helped



- You need to supplement data standards with standards to support soft information
- They do bring people together
- They have highlighted major issues
- There is a clearly diminishing cost in subsequent implementations
- It will improve business processing between companies
- We need to be more embracing

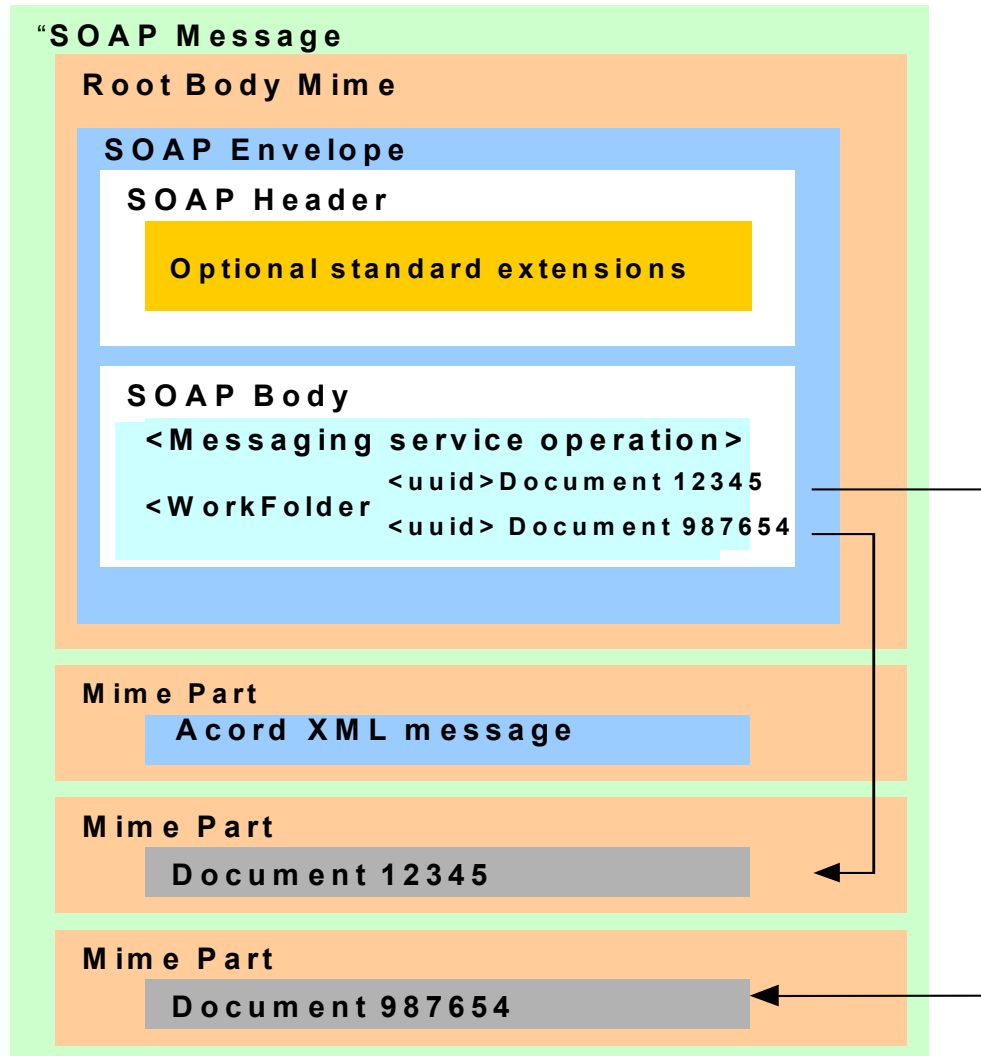


Where it has been painful

- Complexity for a single implementation
- Other's objectives may be different
- Does the business user really want what we have
- Security still not resolved
- Religious Wars Mime Vs Dime



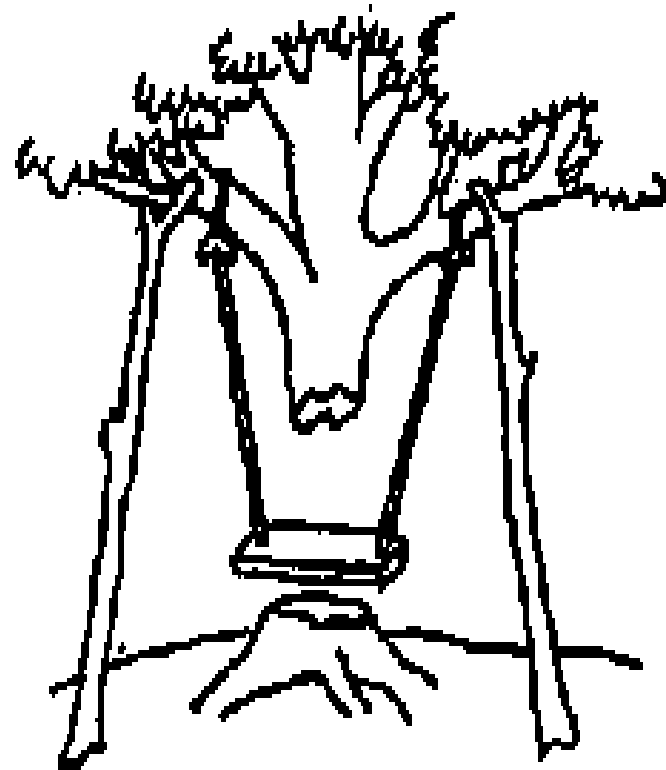
Where it has been painful - complexity





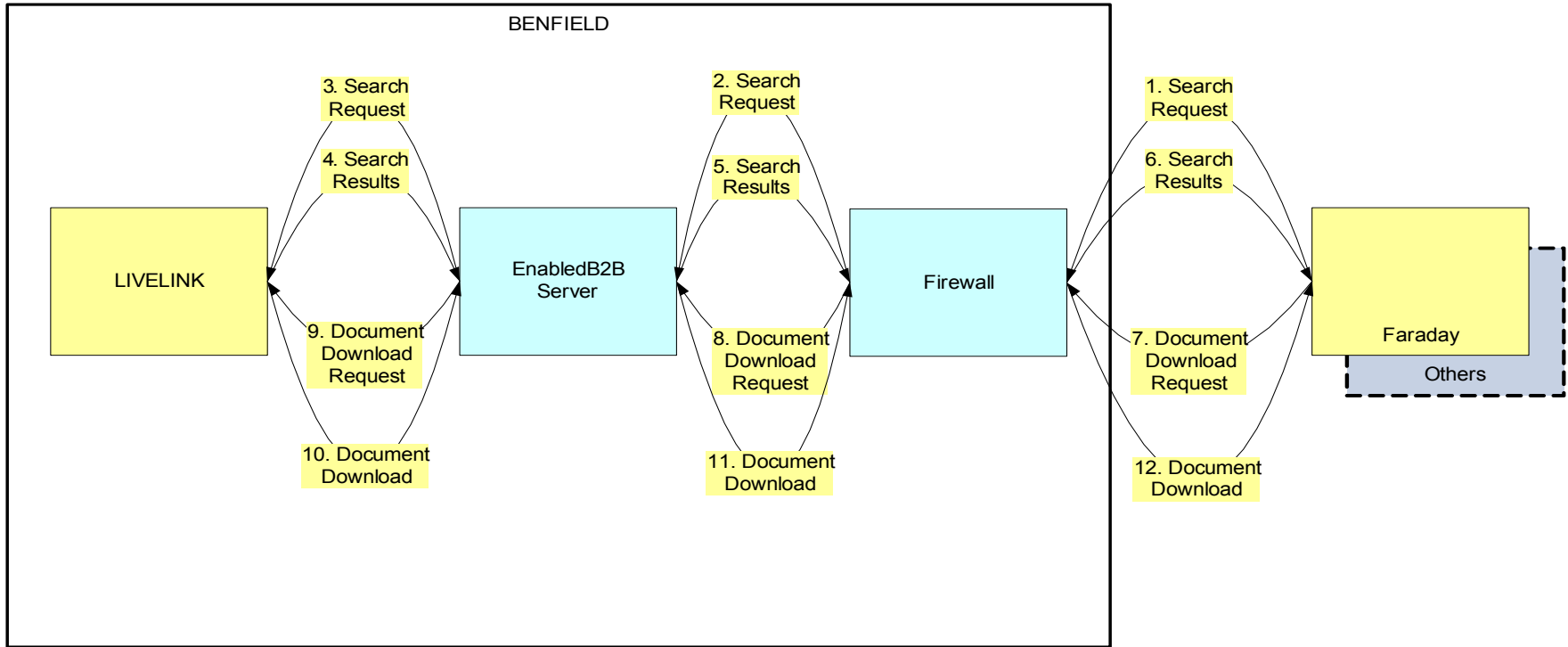
Where it has been painful - complexity

- Complexity is a barrier to others joining
- Buy a solution





Where we bought solutions





- Extend the Pilot and its use
- Ensure Production Quality
- Review the user interface
- Change our procedures
- Integration with Class – (London Market Claims messages) and other Electronic Closings
- Integration across environments
- Continued support for end user collaboration



- Faraday
- ACORD
- Web Connectivity
- Electronic Data Exchange Partners
- ECF Partners
- Lloyd's