



VIEWPOINT.



GENERALI USA
Life Reassurance Company

Our personal point of view.

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Everest Update: The View From The Summit

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Over the last few years, we have communicated several updates on Generali USA's systems conversion project called Everest. After a lot of hard work by both business and IT associates, our plan is to place the entire system into production at the beginning of 2012. We began our initial project in 2007 by commissioning Celeritas Technologies to help us build data storage capabilities. Ultimately, we decided to re-engineer and integrate all systems applications and processes onto one platform using Microsoft SQL Server and .NET technologies.

Our project began by building a project roadmap and logical data model. Once the framework was designed, we met to discuss functionality requirements for our business applications. We implemented an Agile development methodology where IT and business users met continuously to design, test and improve systems applications together and deploy in phases. During 2008-2009, we placed our client and company contact application, individual and group life pricing applications and our treaty application into production. Since that time, we have been working to integrate our cession administration applications and prepare them for standard processing activities. These applications include our underwriting application, claims application and assumed and ceded administrative applications.

Generali USA now has the infrastructure necessary to improve our business processes, providing the core benefit of the Everest project. Following are the "Top 10" advantages our new system brings to Generali USA and our clients:

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Comprehensive Data Capture: Data available in our company and contact application along with data captured during the pricing and treaty process flows through the system and allows us to manage and audit our business as it arrives from our clients.

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Integrated Applications and Workflow: All Everest applications are tied together through a common database. Data is entered once and is used in multiple systems. Some workflow is built into the application, and we intend to build more rigorous processes over time.

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#8

Easy Access to Data: Reports are available throughout the different applications providing the cession, pricing and treaty information necessary for improved underwriting, cession administration and claims processing. A state-of-the-art data warehouse is also available for reporting purposes.

#7

Automated Claims Processing: Our system is designed to auto-adjudicate up to 85% of our claims, depending on built-in rules and tolerance levels. We will also have the ability to provide information on outstanding documents or other data necessary to conclude the claims payment process for any particular claim.

#6

Automated Retrocession Administration: Our system is fully automated to process retrocession transactions directly, based on the status of our ceding company transactions.

#5

Improved Document Capture Processes: More streamlined processes in our Records Department will reduce the number of steps required to set up, deliver and process facultative underwriting and claims documents.

#4

Improved Underwriting Capabilities: Turnaround time will be reduced by having treaty and cession data instantly available, and more substantial underwriting data will be available for collection and evaluation, allowing us to provide consultative feedback to our clients.

#3

Improved Reinsurance Administration: The Everest system allows us to normalize data from our numerous client files in order to efficiently process the business. Business rules and data mapping capabilities allow us to audit business as it enters the system for accuracy and place unexpected transactions into a suspense account until further research and reconciliation are completed.

#2

Data Gateway Implementation: Generali USA can share information more efficiently and securely with our clients. Claims and retrocession administration billing reports will be available via secure e-mail or SharePoint.



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State-of-the-Art Platform for Future Projects: Building the core Everest system is only the beginning. We plan to use the new infrastructure to improve business processes internally and also with our clients through a new client portal. We will be working with our clients soon to determine how best to meet our mutual goals and bring value to our partnerships.

Although we have had to adjust our expectations at times, Generali USA is excited to be making the “final ascent” of our Everest project. While we do not anticipate any disruption to normal business processes with our clients, we ask for your patience and understanding as we work through any challenges that may arise during the conversion process. Please call me at (913)901-4735 or e-mail me at tkapeller@generaliusa.com if you would like to discuss any aspect of the Everest system or the conversion process in more detail.