

Case Study: Allied Inspections

Allied Inspections

Allied Inspections is a separate company born from Allied Carpets, once one of the biggest retailers of floor coverings in the UK. Allied Inspections is the insurance arm of the company processing insurance claims from the Aviva one of the largest insurance providers in the UK.



Key Challenges

To accommodate Allied's growth into the insurance sector, Allied had built new systems to help manage insurance claims.

As part of their partnership with one of the largest insurance providers in the UK, Allied needed to increase the capacity for claims processing and improve efficiency.

Allied were required by Aviva to build a system that would enable them to process claims more efficiently and more reliably than their existing solutions. This meant that in the future both Aviva and Allied could increase claim capacity if needed. There needed to be an integration point into Allied Inspections BizTalk system so Aviva could send through the correct information in an efficient manner. Part of the requirement was to produce a web service that Aviva could integrate with in order to provide Allied with a First Notification of Loss – FNOL (i.e. an insurance claim).

On receipt of this FNOL, the web service had to initiate a BizTalk orchestration, which would consolidate, validate and integrate the FNOL data into their internal system.

In addition, Allied Inspections required validation of their current system, and an introduction to best practices.

The Solution

Perfect Image provided a consultative approach, assessing the current state of the system reviewing their priorities, and advising Allied Inspections on the best course of action, given the timeframe.

A team from Perfect Image travelled to Allied Inspections to supply on site development of the web service. On site training on how the

web service was developed and also training on best practices were provided.

Allied Inspections will now be able to meet the urgent requirement from Aviva, and will have the necessary skills to be able to maintain and extend the solution.

The benefits from this solution are already being revealed such as:

- Improved efficiency
- Better access to information leading to a more responsive service and better relationships
- Better use of staff time
- Cost effective as there was no additional hardware requirement
- Led to enhanced performance

Client Testimonial

'Overall, we were very impressed with Perfect Image's understanding of our Biztalk project requirements and particularly impressed with the team's technical ability. We will certainly be calling on their services in the future.'

Darrel McGuire
IT Manager

Technology

- BizTalk 2006
- XML
- SOAP
- Web Services

Services Used

- Consultancy
- Development
- Training