

Alliance Benefit Group gets big benefits from DXC Assure Claims

CUSTOMER

Alliance Benefit Group

LOCATION

Muskogee, Oklahoma

INDUSTRY

Insurance



Challenge

- Implement a reliable and proven solution for claims
- Reduce costs of acquiring and upgrading systems
- Manage IT environment without a full-time IT staff



Solution

- Provide applications management and applications development
- Deploy DXC Assure Claims software and host in DXC data center
- Integrate disparate business functions into one cohesive solution



Results

- Faster, smooth processes; more accurate, up-to-date data
- Increased focus on core business services
- Reduced expenses with increased level of security



Alliance Benefit Group gets big benefits from DXC Assure Claims

In its service-focused industry, Alliance Benefit Group needed a claims management system that was not only reliable and proven, but also powerful enough to free staff to focus on the most important customer interactions.

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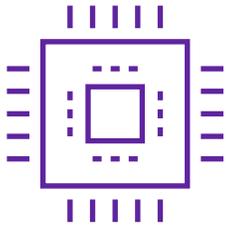
— Jeff Morrison
President,
Alliance Benefit

Freeing employees to focus on claims

While the Oklahoma-based provider of workers’ compensation programs had an on-premises legacy system that offered some of these capabilities, the servers needed costly upgrades. And as a small company, Alliance Benefit wasn’t large enough to have a full-time IT professional on staff who could handle that.

“Our customers, adjusters and support staff all have to work on the same system,” says Alliance Benefit’s president, Jeff Morrison. “It’s really critical to have the infrastructure.”

Clearly, an alternative to its existing claims solution was needed.



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Adopting DXC Assure Claims

Alliance Benefit found that solution in DXC Assure Claims software (formerly DXC Insurance RISKMASTER™). This end-to-end solution delivers a wide range of features and benefits, from the back end to the customer interface. Its many integrated functions include data analytics tools, a self-service web application and administrative tracking. DXC Assure Claims helps manage data configurations, imports, exports and conversions, giving users greater flexibility and control to better manage their costs.

Alliance Benefit also opted to have DXC Assure Claims hosted in DXC Technology’s data center, rather than running it as on-premises software in its own facility. “We had a server in-house several years ago, but when we went hosted, that was one of the best decisions I ever made,” Morrison says. “It was really critical to have the infrastructure, but we weren’t large enough to have a full-time IT person. Having a relationship where we could be hosted took care of that.

“The DXC team is available to provide application improvements, upgrade to newer versions and address any issues we may encounter. Knowing what I know now, I would have moved to a hosted environment a lot sooner than we did.”

Moving to DXC Assure Claims also lowered Alliance Benefit’s costs by removing the expense of acquiring and maintaining hardware, as well as that of software upgrades. The hosted system also provides the company with higher levels of IT security and accessibility with 99.94 percent uptime.

“I like being able to go home at night and not worry about backups and system updates,” Morrison says. “Now it’s all taken care of for us.”



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— Jeff Morrison
President, Alliance Benefit

A comfortable partnership

Alliance Benefit initially chose DXC for its years of experience in employee benefits. Over time, the relationship has matured. “The initial selection was based on our level of confidence,” Morrison recounts, “but over time, it became a trusted partnership — one that I feel very comfortable with today. DXC has a phenomenal amount of talent that supports everything that ends up on our computer system.”

Looking ahead, Morrison and his colleagues at Alliance Benefit are excited about the system’s future.

“When they start talking about the different things they may be doing and some of the innovations that they’re bringing to software systems that help us do our jobs better, it’s exciting,” he says.

“I love technology when it works, but I get frustrated like crazy when it doesn’t,” Morrison adds. “So, I’ve been able to allow DXC to take care of those frustrations for me, and that’s the most exciting part.”

For Alliance Benefit, that may be the biggest benefit of all.

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