



Insurance company ensures future growth

The Freemans Group, one of Australia's largest claims and insurance services organisations, wanted to provide online access to their claims processing workflow for clients, brokers and related parties. IC Consulting developed an online secure policy administration system linking Freemans' internal workflow systems with legacy applications, allowing customers to view policy details and claims progress online, reducing the workload of staff and improving competitiveness.

Connecting with clients

Freemans had traditionally used a Lotus Notes application to manage their entire business, a solution that was restricting online access for customers.

After analysing Freemans' business requirements, IC Consulting recommended Websphere and Enterprise Java Beans to manage security and implement the customisation required for the new front end interface. Web services would provide connectivity to DB2 and Domino databases.

The solution also required clustering for high availability and business continuity to ensure reliability for Freemans' large customers who use the connection frequently.

Minimised costs, maximised customer satisfaction

The online secure policy administration system revolutionised Freemans' customer service provision. Further benefits include:

- minimisation of costs through reduction of staff workloads
- improved competitiveness on large tenders that stipulate online access provision
- reduced manual & paper processing
- enhanced customer & partner loyalty
- consolidation of numerous offices into a single national operation.

The involvement of IC Consulting at every stage of the project, from requirements analysis and design through to development and implementation, provided consistency and direction for the project. Business continuity through high-availability clustering became a critical factor as the system was adopted by more and more customers.

IC Consulting helped Freemans change from an inward looking company to one that embraces the latest technology to engage with its customers and brokers, improving customer satisfaction and increasing competitiveness.

To find out how IC Consulting can help you use technology to reach your customers, contact:

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