



The good word on insurance

Overview

Company Profile

DTRIC Insurance, based in Honolulu, Hawaii, services commercial property and casualty including workers compensation insurance as well as personal automobile, homeowners, renters and umbrella insurance.

Business Situation

With a well established personal lines portfolio, DTRIC Insurance was looking to expand their penetration into the local market by offering new commercial lines insurance products. Additionally, DTRIC sought to improve upon the delivery of services through the internet and their independent agency network. However, their existing AS400 based rating system did not provide sufficient flexibility to drive multiple channels while maintaining efficiency.

Solution

DTRIC Insurance implemented DecisionMaker™ Rating which allowed them to service multiple delivery channels with a single source rating engine maintained by business analyst level resources.

DTRIC Insurance delivers insurance services through multiple channels using a single rating engine with DRC's DecisionMaker™ Rating.

DTRIC Insurance's Challenge

Looking to grow their business in Hawaii, DTRIC Insurance was faced with a dilemma. They had limited flexibility in their SDS, AS400 based Policy Administration System (PAS). Changes to the legacy rating system meant expensive and lengthy changes to their SDS system, outsourcing changes to their rating vendor, and extensive, repetitive testing and maintenance to ensure all systems were synchronized. The legacy rating platform also could not support the new web based, customer quick quote initiative. They needed a rating system that would allow them to respond quickly to rate changes and support multiple new business initiatives.

After an extensive search and evaluation process, DTRIC implemented DecisionMaker Rating from Decision Research Corporation, and was able to service four distinct initiatives with a single source, business analyst maintained rating engine.

“The flexibility, and ease of integration of DecisionMaker Rating allowed DTRIC to run concurrent business initiatives, and complete them on schedule, while maintaining all other IT initiatives. The ability to run concurrently has not only helped us realize cost savings, but also has allowed us to respond to market trends more quickly.”

- Scott Mackey
VP and Chief Underwriting Officer,
DTRIC Insurance



Software Solutions for
Smart Decision Making™

“With DecisionMaker Rating, we have been able to roll out new rates and programs in a fraction of the time.”

*-Garret Yoshimi
CIO, DTRIC Insurance*

Implementation of DRC's DecisionMaker Rating

DTRIC began by replacing the rating algorithms in their legacy policy administration system with application service calls to DecisionMaker Rating. By doing so, business users were not impacted with any changes in the user interface but could benefit from the ease of rate maintenance made possible by DecisionMaker Rating.

Once DTRIC's internal users were setup, they worked with their comparative rating vendor who has broad agency penetration, to call DecisionMaker Rating instead of manually maintaining a separate rating algorithm.

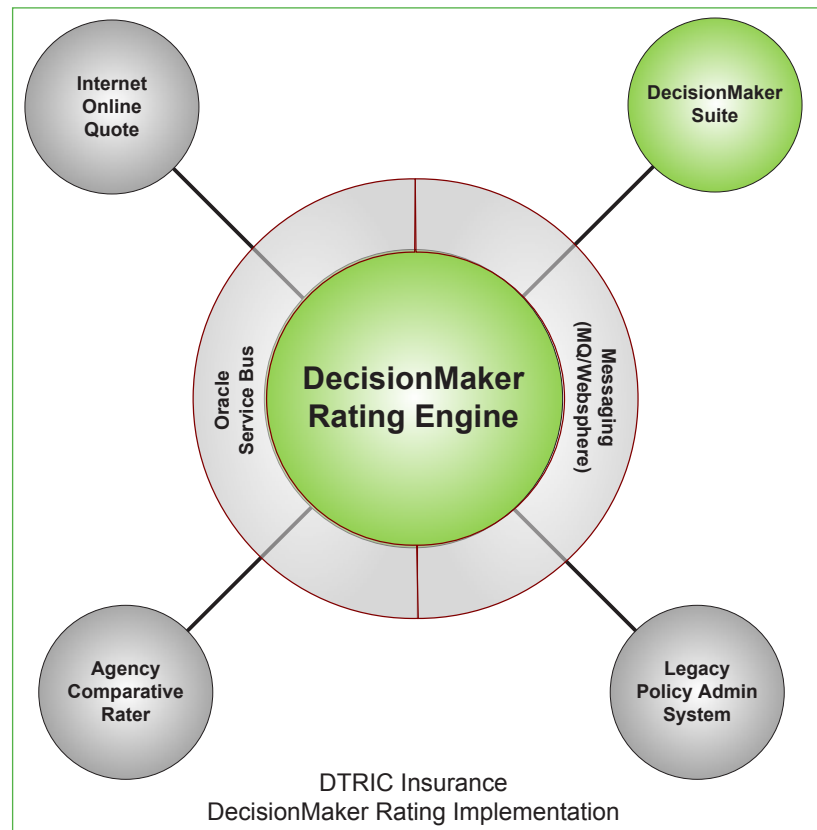
After the implementation with their comparative rating vendor, DTRIC used the same rating engine implementation to launch a new Personal Umbrella line of business as well as four new commercial lines of business on the DecisionMaker Policy Suite.

Finally, DTRIC was able to quickly design and implement a web based, customer facing, online quote application for their personal auto products. They were able to use their in-house IT staff to create the quote form and call the same DecisionMaker Rating engine. Since the DTRIC development team could

simply call the rating services via SOAP messages over the internet, they were able to deploy the internet online quote feature very quickly without having to worry about building a separate rating engine.

As a result, a single instance of the DecisionMaker Rating now provides a consistent and standard rating service across multiple DTRIC delivery channels. They can be confident that the same rating results will be returned for a quote/policy rating request regardless of the point of origination (DTRIC Call Center, agency comparative rater, internet online quote, and DTRIC's policy administration system).

In addition, the mechanics for maintaining the rating rules and calculations within DecisionMaker Rating has been designed around the use of Microsoft Excel™ spreadsheets. Thus, the rate



maintenance is easily performed by business analysts, who are able to model new rate versions and products without involving IT programming resources.

Results to Date

Prior to the implementation of DecisionMaker Rating, legacy architecture restricted business initiatives and market penetration. Rate changes were difficult and cumbersome to implement due to the number of rating sources involved. A consolidated rating engine allowed the DTRIC business team to stay current on rate changes while diverting resources from rate maintenance to product development and enhancement.

“With the DecisionMaker Rating implementation, we have been able to roll out new rates and products in a fraction of the time. We’ve been able to perform more of the maintenance task associated with the changes in house with this flexible rating solution.”

*-Garret Yoshimi
CIO, DTRIC Insurance*

A key component of DTRIC’s business plan is to continue to leverage the unique aspects of different delivery channels in the offering of DTRIC’s products and services. Being able to quickly bring new products to the marketplace via the internet, mobile technologies, as well as, the traditional independent agency network is a strategic differentiator for DTRIC. Having a single rating engine for all channels allows DTRIC to quickly execute on its business plans.

“DecisionMaker Rating has freed us from having to worry about consistency in the rating results across our channels.

Instead, we can focus on providing our customers with the best consumer experience whether they elect to do business with us from their home PC, directly from our Call Center, or from one of our independent agents; confident in the fact that the rates and quotes that are provided are consistent and accurate.”

*-Scott Mackey
VP, Chief Underwriting
Officer, DTRIC Insurance*

Plans for the Future

With DecisionMaker Rating and DecisionMaker Suite up and running, DTRIC’s future plans include adding policy administration support for new lines of business. This will eventually eliminate their existing legacy policy administration system. DTRIC also plans to enhance the current agency/carrier workflow with the implementation of DRC’s Agency Portal product. All of this is very feasible to achieve due to the common single rating engine architecture deployed by DTRIC.

“DecisionMaker Rating has freed us from having to worry about consistency in the rating results across our channels.”

*-Scott Mackey
VP and Chief Underwriting
Officer, DTRIC Insurance*

About DecisionMaker Rating

DecisionMaker™ Rating is a platform independent solution that quickly builds powerful automated rating & underwriting services across virtually all lines of business. DecisionMaker Rating has repeatedly provided clients with a substantial return on their investment, through reduced time to market, training time and labor costs, and optimum scalability. DecisionMaker Rating provides a complete solution for automated rate program roll-outs and analysis.

About DTRIC Insurance Company

DTRIC Insurance Company, Limited (DTRIC) specializes in commercial property and casualty including workers compensation insurance as well as personal automobile, homeowners, renters and umbrella insurance. DTRIC is committed to providing innovative, value-added insurance products and services throughout Hawaii. For more information about DTRIC Insurance, visit www.dtric.com.

About DRC

DRC is a highly experienced and trusted software development company that consistently delivers and successfully implements software solutions to support a wide range of P&C insurance industry lines of business. From the small startup insurers and MGAs to insurers with written premium in excess of \$2Billion, DRC clients have chosen DecisionMaker for their rating, quoting, billing, policy administration and claims needs and an impressive return on investment.

With over 30 years of proven experience and a well-established and loyal client base, DRC continues to expand their market presence with a specific emphasis in the small- to mid-size U.S. Property & Casualty insurance market, including the larger MGAs.

For more information on the DRC company, product or services, please visit: www.decisionresearch.com or call 800-836-6057.



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