



Reliance General insurance monitors performance with QlikView

“Despite rapid changes in the organization and the insurance industry, QlikView brings added value in providing complete analysis of different portfolios. The insight we’re now able to take from this data helps us make more informed decisions.”

– Sudip Banerjee, Chief Technical Officer, Reliance General Insurance

Reliance General Insurance Company Limited (RGI) is an Indian Insurance Company, part of the Reliance Group. The Company has a network of 139 offices across India and employs over 2,000 people. It was formed in the year 2000 and claims a market share of 3% among private insurance companies.

With approximately 15,000 insurance policies issued on a daily basis, RGI required a means to track and monitor the performance of its business processes. It wanted users to be able to access this insight in a digestible, sharable manner.

The Operations department, the place where policies are issued, plays a pivotal role in the insurance business. For RGI, the problem lay in tracking large volumes of data being processed; the system of doing this manually via a spreadsheet was proving troublesome.

“With operations expanding, there was an acute need for a **Single View** dashboard,” says **Raman Arora, Head of Operations.**

“This would showcase the critical components and allow for faster decision making.”

The Motor Insurance department faced a similar issue.

“The Motor Insurance sector is highly complex,” says **Smita Tiberewal, Head of Motor Underwriting.** “With the ever-increasing rating variables and scenarios which need to be considered to monitor the Motor Portfolio, a **Single View** is invaluable.”

Like all Indian insurance companies, RGI is required to submit quarterly reports to the Insurance Regulatory and Development Authority of India. These reports were required to be submitted in a structured format. The requirement to complete this key regulatory process solidified RGI's need to automate the report generation process.

“Daily regulatory reporting is increasing and it is essential to have automated reporting mechanisms for faster and accurate reporting. Automation of BAP reports on QlikView is such an initiative and will help the company significantly in meeting its deadlines. BAP is a platform provided by the Regulator for online submission of various regulatory returns,” says **Hemant Kumar Jain, Chief Finance Officer at RGI.**

Single view dashboard replicable across business

QlikView enables organizations to stream, simplify and optimize decision-making by consolidating multiple data sets into one single application. For RGI, the QlikView platform offers the best solution, as **Vikram P Arora, Head of IT projects and Governance** explains: “The platform was solid and the performance in terms of providing insights into our different business functions was better than we could have anticipated.”

Solution overview

Customer Name: Reliance General Insurance Company Limited is an Indian insurance company. It has 139 offices and works with more than 12,000 intermediaries across India

Industry: General Insurance

Geography: India

Challenges:

- Find a means of tracking and monitoring performance of numerous complex processes
- Replace manual tracking of data with automated processes

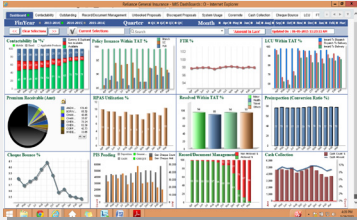
Solution: Single view dashboard using QlikView, replicated across the entire company for the operations and underwriting departments

Benefits:

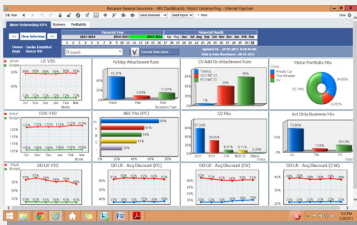
- QlikView dashboard provides snapshot of KPIs across underwriting decisions
- Single view dashboard showcases critical components, enabling faster decision making
- Automates regulatory reports



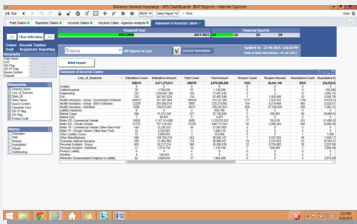
One view Operations



Motor Underwriting Controls



Regulatory Forms



Today, RGI has created reports for all areas of the business with the QlikView platform.

This OneView dashboard has been successfully replicated across the business.

By harnessing the power of QlikView, RGI can easily construct appropriate dashboards. Not only is the solution scalable, it is also secure, reliable and provides multi-faceted views of the very data which drives the key decision-making within the business.

"In RGI, various departments are taking advantage of advance analytics provided by QlikView. This helps to improve performance and meet customer expectations," explains **Chief Technical Officer, Sudip Banerjee.**

Deep level analysis

Prior to using Qlik, RGI would use a manual process to explore data. The automation of this process means more time saved and boosts efficiencies around the capture of data.

"Our Operations Dashboard built on QlikView is certainly seen as an important business tool. It will help us implement significant company strategies in times to come."

– Raman Arora, Head of Operations, Reliance General Insurance

Such deep level analysis just wasn't possible before the company started using QlikView.

"The dashboard helps us in understanding the KPIs in one snapshot and the report helps us to understand the areas where we need to take corrective measures," explains Vikram.

Furthermore, regulatory reporting is now much easier with the automated dashboards. Reports are generated automatically which helps in submission to the regulators within set deadlines. RGI is able to benefit greatly from this method of report generating.