



T 3 T I G E R T E C H

1800 Alexander Bell Dr, Reston, VA 20191
703.234.2346 | t3-tigertech.com

American Transit Insurance Company
Largest Livery and Taxi Property
& Casualty Insurance Company in the US

Business Process Improvement and Systems Development

Challenges

Our client is a commercial automobile insurance company that insures 80% of all taxis, limousines and livery operating in New York City. The company is privately owned and has been in business for over three decades with an annual revenue growth of at least 10%. The client's main business goals are to efficiently collect premiums and to reduce claims expenses. The majority of its- 350 employees are involved in underwriting, no-fault claims processing, medical bill re-pricing, records management, accounting, and customer care.

The client also has an internal legal department to arbitrate payouts on claims, represent the company in contested claims, and investigate suspect claims. The client's business processes were developed in the early days of the company. Their technology solutions were developed independently by various departments to meet their specific needs such as underwriting, claims processing, medical rebilling, and accounting/finance. The management team wants to transform the business and give the management the information it needs to expand business into new areas. The current technical infrastructure does not meet the needs of the company in terms of availability of accurate, current, and historical customer and claims data that is consistent across the organization.

Solution

T3 TigerTech extensively reviewed all of the client's business strategies, its operation, business processes, and information systems, and discovered that legacy information management systems were sparingly documented, poorly integrated and without an overall business technology plan in place. T3 TigerTech also discovered that the large staff, business information complexity, and sustained organizational and information growth provided a significant opportunity for improved managerial control and business automation. The client has retained T3 TigerTech to undertake a long-term project to redefine, reinvent, and rebuild their business processes and the associated information systems to increase management control, increase revenues and reduce costs.

Results

Developed a long-term business technology roadmap that can gradually transform the client's operation to have more managerial control, be more efficient, and less dependent upon certain individuals. Developed an enterprise-wide Customer Relational Database that is the central repository for all customer information. This database is the hub to support all functional applications. The client can now migrate data from legacy systems to the new Customer Relational Database. Developed the Medical Bill Re-pricing engine that re-calculates medical bills based on the standards set up State of NY. Developed an integrated Claims Processing Application Suite that combined claim processing, transaction management, document management, and medical bill re-pricing. Developing a Underwriting System that will replace the legacy underwriting system that is unreliable, unresponsive and is technologically outdated. Developed an integrated suite of Claim Processing System that combined claim processing, transaction management, document management, and medical bill re-pricing.

Services Rendered:

- Software Forensics and Requirements Development
- Enterprise Architecture and Systems Design
- Fraud Detection Modeling and Analysis
- Project Coordination
- Legacy Systems Integration
- Implementation and Feature/Function Verification