

EASA

CASE STUDY

“Applying EASA has brought us significant savings in time through massive reduction in manual intervention, and greater accuracy of captured data.”

- David Ford
Catastrophe Risk Manager
Risk Assessment & Monitoring
Amlin Plc.

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Company Name
Amlin

Industry
Insurance

Reducing the Risk and Cost of Using Spreadsheets

ABOUT AMLIN

Amlin is a leading independent insurer operating in the Lloyd's, UK, Europe and Bermudian markets. Amlin provides insurance cover to commercial enterprises and reinsurance protection to other insurance companies around the world.

THE HIGH RISK OF ERRORS AND HIGH COST OF SPREADSHEET-BASED PROCESSES

As in any organization, many key processes at Amlin are under-pinned by spreadsheets, largely because spreadsheets are easy to create, familiar to users, and flexible. However, lack of control means that the risk of mistakes and the cost of executing the process are unacceptably high.

Staff at Amlin identified one process particularly in need of better control – RDS, or Realistic Disaster Scenario. DS requires every agent to submit a six-monthly report to Lloyd's, showing exposure against scenario and by insurance risk code. In AMLIN's case, this means some 20 underwriters around the world must each submit reports.

Historically, this process has been spreadsheet-based; AMLIN underwriters complete and submit a spreadsheet cloned from a template.

Complicating this process is the fact that the data required by Lloyd’s changes on a regular basis. Hence a new template must be created, tested and distributed each time there is a change.

THE ISSUES WHICH ARISE INCLUDE:

- Users change the spreadsheet to suit local requirements before completing and submitting, which results in aggregation errors down-stream.
- The spreadsheet must serve every user, and is therefore more complex than any one user needs – and most users have access to much more of the spreadsheet than is necessary.
- Any change requires that the new spreadsheet is distributed to every user – with instructions to remove the outdated version. There is no mechanism to ensure the correct version is being used.
- Aggregation is carried out using a series of linked spreadsheets. Links have to be constantly updated, and many layers of spreadsheet refreshed.
- The data exists in many spreadsheets and not in a database, so historical comparison is time-consuming and expensive.

REDUCING THE RISK AND COST

A solution requiring the complete elimination of Excel was considered. However, that would have required significant investment in building a database application, re-creating the business intelligence already contained in the spreadsheet.

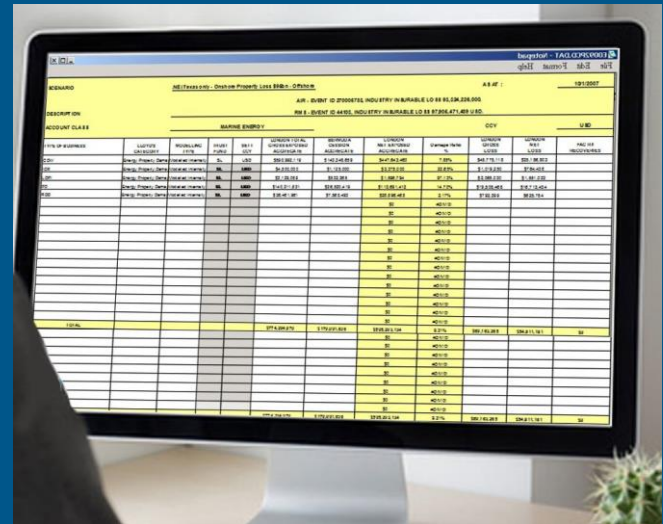
Instead, EASA’s spreadsheet management solution offered a far more cost-effective alternative – allowing AMLIN to secure a master version of the spreadsheet on a server. Users now access it only via a custom web application created with EASA’s codeless application builder, allowing a more natural work-flow.

- The custom web application is so intuitive that training is no longer required.
- Users only see what they need to see; they no longer access the spreadsheet directly, and are not able to “dabble” with it.
- If a change is required, it is made in one place and is immediately published to all users; version control is ensured.
- Aggregation is now automatic.

David Ford concludes, “The RDS application, created with EASA, is used in the UK, Bermuda and Singapore. The RDS return for Lloyd’s is now produced at the push of a button.”



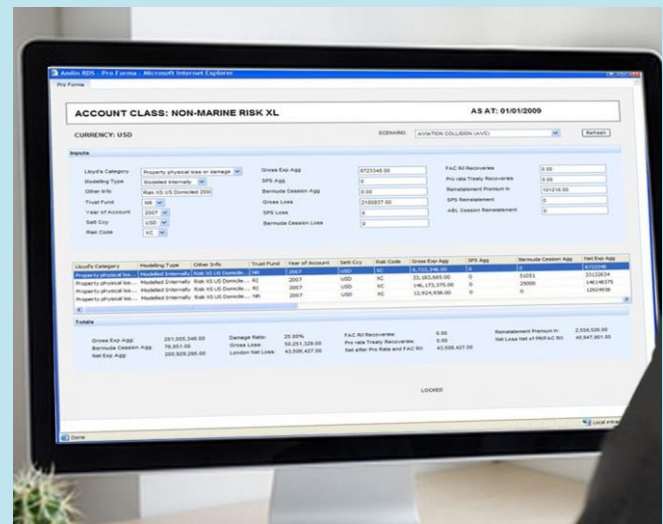
BEFORE EASA



AMLIN’s Realistic Disaster Scenario reporting process required many users to complete and submit a complex Excel spreadsheet. Manual aggregation was time-consuming and error-prone.



AFTER EASA



The new web-based RDS application, created with EASA’s codeless application builder, is far easier to deploy and use. It leverages the existing spreadsheet and the business intelligence already embedded in it, eliminates usage errors, and ensures version control



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