

Case Study: Barloworld Limited



Barloworld Limited Profile

Industry: Manufacturing

Home Office: Headquartered in Johannesburg, South Africa, with offices throughout the world

System: STARS Professional Edition, STARS Web, ASP

Employees: 22,000 in 31 countries

BACKGROUND

Barloworld is a South African-headquartered, international and industrial brand management company with an annual turnover of U.S.\$3 billion and over 22,000 employees in thirty-one countries worldwide. Barloworld's products and services are sold in over ninety countries.

Barloworld represents many of the world's greatest brands in the marketplace, including Caterpillar, Hyster, Perkins, Ditch Witch, as well as many of the world's leading motor brands. Barloworld provides the vital link between manufacturer and customer, adding value through sales, after market support and the provision of total solutions to customer needs.

With the above in mind, the need for a quality Risk Management Information System (RMIS) encompassed more than just the need to track traditional information, such as claims-not only for Barloworld's local operations, but for its international operations as well.

A local third-party administrator (TPA) handled Barloworld's South African claim administration needs for several years, providing monthly reports on claims, payments and policy erosions. At a conference held in March 2001, the Barloworld Risk Management department planned their Risk Management strategy for the future. This new Risk Management strategy identified the need for a risk management information system (RMIS) with the following key characteristics:

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Scalable

The RMIS would need to be robust, to track Barloworld's high volume of annual claims and to maintain a history of prior claims.

Centralized

The RMIS would need to be centralized, so that local and international users could enter claims data remotely.

Web-Accessible

The RMIS would need to make risk management information available to local and international users via the Internet.

Integrated

The RMIS would need to consolidate claims, incidents, risk control, policy and location management, and to facilitate data collection for renewal purposes.

Global

The RMIS would need to be able to handle Barloworld's local as well as international requirements.

The DOS-based system used by the local TPA was not able to accommodate the international requirements Barloworld needed from its RMIS. STARS was able to meet all of the above requirements, as well as add a few other bells and whistles. STARS ASP was selected as the RMIS solution to manage the new Barloworld Risk Management Strategy, in conjunction with STARS Web.

PROJECT PHASES

Due to the size of the project, the implementation of STARS for Barloworld was broken down into various Phases. Phase 1, completed on 01 November 2001, tailored STARS to handle all renewal information for the 2001/2002 period. In addition to the renewal information, STARS was customized to track all claims for Barloworld, a requirement from 01 November 2001.

Barloworld had custom work done on their STARS ASP installation, including the design and implementation of custom reports for requesting claim payments and for providing valuable feedback to Barloworld in the format they require.

Now four months down the track from implementation, the Barloworld-STARS project is moving at full pace. All claims management has been successfully handled via STARS, the renewal information is being inputted into the Location Manager, and STARS Web has been implemented for low-end Barloworld users, allowing access to the data from anywhere in the world via the Internet.

RESULTS

Phase 2 of the project is now on the doorstep and will be started in the next few months. Phase 2 will see Risk Control and Policy information being captured to STARS, as well as other functionality.

STARS has allowed Barloworld to confidently leave their previous DOS-based system while moving forward with the industry's top RMIS for features, service and custom solutions. Finally, having a real-time, central repository of loss and exposure data will enable Barloworld to streamline their administrative process, so the team can focus its efforts on reducing future claims.

STARS software and services help clients manage the data and workflow associated with risk, insurance, claims, and legal matters. STARS is a business unit of Marsh, the world's leading risk and insurance services firm. Marsh has 38,000 employees, annual revenues of \$6.9 billion, and provides advice and transactional capabilities to clients in more than 100 countries.

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