AIWCS Video Storyboard

Scene: AIWCS Video Title

Get acquainted with

AIWCS

American International
Workers Compensation System

Scene: Introduction/Opening

- Opening remarks
  - Senior exec

Welcome. I am _____, President of AIG Specialty Workers' Compensation. During the next twenty minutes we will be giving you an overview of AIWCS which is an acronym for the American International Workers Compensation system. AIWCS will be installed at all AIG domestic field locations during 1998 and will be the major corporate system used for the issuance of Workers Compensation new business and renewal policies as well as all subsequent transactions to those policies.

AIWCS was developed to provide you with an up-to-date workers' compensation system using the latest available technology. Understanding that our current system was developed in the mid to late 1980's, we all know that technology has moved leaps and bounds ahead over the past decade. As well as the changes in technology there have been many changes in the WC business arena that have driven the need for change. To be competitive as we move into the 21st century, we need to provide the best possible tools for your use.

In this video you will hear from AIG employees who, like you, will be AIWCS users. These users have been involved in the development and testing of the AIWCS system. You will also hear from other members of the AIWCS project and development team.

Let's begin by talking to some of your co-workers.

Scene: What is AIWCS

- Rotate to various people for comments

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- Rotate to various people for comments

The AIWCS project started, because AIG's key business objectives required we increase our Workers Compensation market share. An in-depth review concluded that WCPC would not support the growing portfolio of Workers Compensation business. After study of many alternatives, the Domestic Brokerage Group (DBG) partnered with the Information Services Group (ISG) and Programming Resources Corporation (PRC) to develop a Workers Compensation Policy Issuance System that would meet our needs--AIWCS.

PRC is a software company with expertise in insurance rating and policywriting systems. PRC's understanding of the Workers Compensation product made them a strong partner for AIG. Together AIG and PRC have developed AIWCS.   AIWCS will be used by upwards of 600 Underwriters and Underwriter Assistants and will operate over AIG's network. The functionality of this integrated premium processing system includes quoting, rating, reinsurance, large deductible, endorsement (including out of sequence endorsement!) and Premium Audit. It will also support all of AIG's management, financial and regulatory data demands as well as establishing interfaces with AIG's existing infrastructure and systems.

Scene: How will AIWCS impact my job

- Rotate to various people for comments

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As AIWCS was developed, a set of business requirements was created which addressed major issues and deficiencies that are currently experienced in the present system, WCPC. Issues such as ARD rating, use of stat codes, loss reimbursement, out-of-sequence endorsements and many, many more issues were systematically included as basic business requirements for AIWCS. These issues, as well as many others, were written as standard functions for AIWCS to perform. With AIWCS, there will be far less need for cancel/reissues.   On large accounts, the UA may even choose to rate off-line and move on to another transaction while the rating is performed.

Scene: How will AIWCS impact my job

- Rotate to various people for comments

AIWCS will provide us with a very up-to-date system. Rates will continue to be updated timely and forms have been greatly improved with this new system. Forms will now be available only when applicable to the states and coverages that are on the policy. All variable data will be captured on-line either automatically by the system or through user entered pop up windows. This will significantly enhance our ability to support field operations. Even the form schedule will be more organized and consistent in its wording to aid our clients.

Scene: How will AIWCS impact my job

- Rotate to various people for comments

AIWCS is a windows based system. It works just like the other window-based systems presently on the desktop such as Microsoft Word or Excel. You can cut and paste. You can run it full screen or place it in a window size you prefer or minimize it to the task bar when working on something else. It has an excellent help screen facility which provides a wealth of worker's comp related information. You will be able to see all the information on all forms on screen, as they will be printed. Additionally, you will be able to view the entire policy on screen before it is finalized.

In the future, AIWCS is intended to support tasks such as automatic renewals. Because AIWCS is built on a relational database technology, adopting changes and enhancements to the system in the future will be less difficult than the current production system.

Scene: How has AIWCS been tested

- Rotate to various people for comments

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- Rotate to various people for comments

Actual users have been used to test the AIWCS system. These AIG employees from around the country have been brought to New York to help design and test every screen. A plan was created to test rate plans and coverage's for every state on both voluntary and assigned risk business. To ensure that AIWCS was properly programmed, users reviewed the output regularly. By having actual users work with AIWCS as it was developed, we were able to build a very user-friendly system.

Scene: What does AIWCS promise for the future

- Rotate to various people for comments

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- Rotate to various people for comments

In comparison to WCPC, AIWCS offers a new and efficient way of issuing Workers Compensation policies for Wrap-up business. For example, using AIWCS, 80% of the information is downloaded from the Master policy to sub policies. This results in

- Improvement in the overall accuracy of Issuance
- Drastically reduces the input of repetitive data
- Reduces production time

Additionally, the manner in which AIWCS handles policies issued under a deductible program is much improved. The rating can calculation of the deductible premium is thorough. Finally, the system is more 'user-friendly" in terms of State Laws and prompts the user accordingly. This would give the user an opportunity to become more knowledgeable about State Laws.

Scene: AIWCS Demonstration

- Overview of major features

What to Expect During AIWCS Implementation

- Communicate change and process to end users through comprehensive communication and awareness program
  - Prior to rollout
  - During rollout
  - After rollout complete
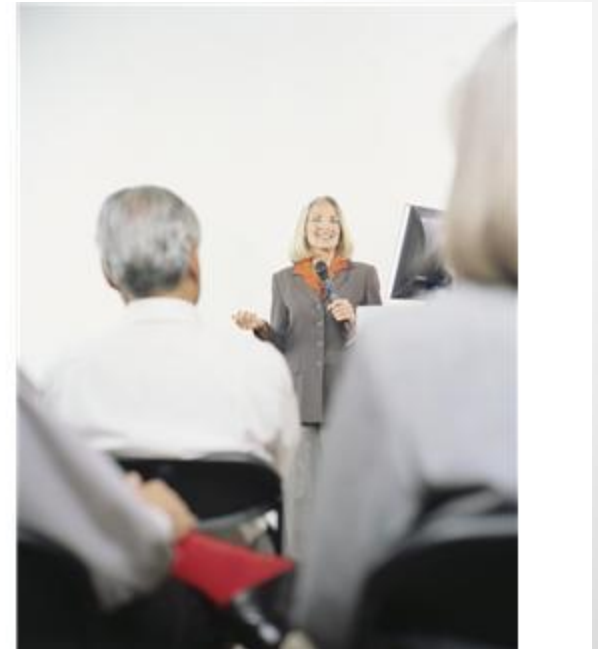
Scene: What to Expect During AIWCS Implementation

- Users segmented into four categories:
  - Inquiry only (use AIWCS only for inquiry)
  - Minimal use (occasional inquiry or review)
  - Periodic use (use AIWCS only during periods of heavy processing workloads)
  - Heavy use (use AIWCS every day)

- Determined by site surveys of users

- Confirmed by regional trainers

- Reviewed and approved by local managers

Scene: What to Expect During AIWCS Implementation

- Six training modules created to address range of training needs:
  - T470   AIWCS Quotes   8 hours
  - T471   AIWCS Issue   8 hours
  - T472   AIWCS Subsequent Transactions   4 hours
  - T473   Underwriter Review of AIWCS   3 hours
  - T474   AIWCS Demonstration   2 hours
  - T475   AIWCS Audits   8 hours

Scene: What to Expect During AIWCS Implementation

- Course registration process:
  - Self-service sign-up
    - Trainees will review course descriptions and sign-up
    - Regional trainers will review the selections
    - Managers will review and approve the selections
  - Regional trainers will organize classes for each location as determined by site needs
    - Training schedule 3 weeks in advance of rollout
    - Training classes conducted beginning 1 week prior to rollout

Scene: What to Expect During AIWCS Implementation

May 17th
- WCPC shutdown
- Training complete

March 17th
- AIWCS production for new business
- WCPC used to complete Work in Progress
- Start training remaining sites

March 3rd
- Pilot install
- Parsippany
- 3/3 - 3/17

Scene: What to Expect During AIWCS Implementation

- Three resource pools:
  - Help Desk
  - Regional Trainers
  - Local Business Partners
- During rollout Trainers and Business Partners will provide "walk-around" support when not in classroom
- Post-rollout, Help Desk is primary support
  - Trainers and Business Partners as available

Scene: AIWCS Video Closing

Thank you for getting acquainted with

AIWCS
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For more information contact: