

Chubb Insurance Upgrades to Hornbill Supportworks ITSM for International Service Desk



Business Benefits:

- Service desk provides a much better service through transparency of operations and automated responses that improve customer communication.
- Adoption of ITIL best practice supports compliance with Sarbanes-Oxley (SOX) legislation.
- Calls logged and tracked can be passed on to the development team for resolution.
- Service requests and automated workflow have been adopted to streamline procurement.
- Speedy resolution of problems reduces downtime on main business processing application.
- Centralised service desk supports widespread international users.

Leading global insurance company adopts ITIL best practice

Chubb Insurance Company of Europe S.A. (Chubb Insurance) provides specialist commercial and personal lines products through independent brokers. It is part of the NYSE-listed Chubb Corporation. With more than 30 offices in twelve countries, Chubb Insurance consistently earns high ratings for financial strength from the leading credit rating agencies.

The organisation relies upon its IT systems to service customers - from its specialist insurance applications used to process policies and claims by the insurance service desks, to the mainframe systems and communications network that support them.

Centralised IT Service Support

The IT team in Chubb UK is a longstanding user of over nine years of Hornbill Systems' Supportworks help desk management software, providing centralised support to internal users in Europe and as far flung as Asia Pacific and Australia.

"We initially selected Hornbill's Supportworks in the UK to replace our incumbent system that we had inherited from our US parent company," explained Keith Brewer, IT Support Manager for IT Infrastructure at Chubb Insurance.

"Supportworks came with a lot of functionality that we could not have had in our old system without a lot of development work. Its interoperability and user friendly interface meant that we were able to go live from day one of implementation and deliver immediate benefit to the business."

The IT service desk has been successfully using Supportworks to provide a consistent support service to the business. Over 30 IT staff provide a frontline service to support the IT infrastructure - servers, networks and Lotus Notes. Calls are logged and may be handled immediately, or passed on to second or third line support.

Particular bugs or issues are passed onto the in-house development teams who have written the business specific applications used to issue policies. In all cases, the service desk owns the call and manages it through to closure.

Adopting ITIL Best Practice

Building on this success, the IT Team has recently upgraded to Supportworks ITSM. The company has purchased the ITIL-compatible ITSM template that manages change requests and supports release management.

"We were looking to improve our working methods and wanted to adopt the ITIL methodology and best practice. Supportworks ITSM2 enables us to do this," said Brewer.

"The latest upgrade has enabled us to embrace best practice methodology in our processes. It's a great example of one of the ways Supportworks ITSM has allowed us to deliver the benefits of ITIL to the business."

Keith Brewer
IT Support Manager
Chubb Insurance

Currently the IT team is using incident and problem management within Supportworks, and change management will be introduced at a later date, once fully configured against the organisation's processes. As a financial institution trading in the US, Chubb Insurance must comply with Sarbanes-Oxley (SOX) legislation, which mandates the provision of detailed audit trails showing access to financial systems. Non-compliance with this regulation can result in the loss of company reputation, fines and even custodial sentences.

The company is required to test new procedures stringently prior to going live - full documentation must also be prepared to support the auditing process. Using the workflow within Supportworks ITSM, all critical changes to finance applications are recorded and stored. With the policies, procedures and processes stored in Supportworks ITSM, the company will be able to comply with its legal obligations.

"The latest upgrade has enabled us to embrace best practice methodology in our processes. It's a great example of one of the ways Supportworks ITSM has allowed us to deliver the benefits of ITIL to the business," said Brewer.

"In addition, it is easily adaptable and adoptable to enable us to streamline our Service Level Agreements. We can set targets and measure the time that it takes to respond to our customers - if we do not deal with problems straight away it can have a direct effect on the way that service desks can respond to external customers."

Improved Customer Service

Calls are placed by users either by email or phone and automated processes within Supportworks ITSM provide responses to the user to advise them of the call status. The service desk is able to deal with the query and also keep the business users updated on the problem that they have logged. For non-English speaking users, being able to log calls by email is much easier and the automated responses and updates ensure that the customer remains informed.

The team is currently piloting the web self-service option, which it plans to make accessible to all users so that they can log and check status of calls as well as access the knowledge base.

"The transparency of our operations enables the service desk to provide a much better service. Introducing the self-service option will make it even easier for customers to access information on queries outside of our service desk hours," said Brewer.

The service desk is also using the statistics gathered from Supportworks ITSM to analyse trends on faults and queries logged for certain business applications, enabling them to identify patterns and take proactive action where necessary, which reduces fire-fighting and ultimately the cost of support.

Business Benefits

There have been significant direct business benefits from using Supportworks. The main in-house business application is called EZER, and is used by the customer service teams on the insurance desks. At month end the IT service desk works with the business users to identify process claims and policies that have been rejected by the system, in order to secure more premiums, increasing revenue for the company.

In addition to Supportworks' adoption by the IT team, a procurement desk has also been built on its same Enterprise Support Platform. The purchasing team logs service requests and uses workflows to process the request for authorisation.

"Supportworks is now integral to our business," said Brewer. "This latest move to ITIL will enable it even further - by adopting best practice we know that we are supporting the business efficiently."



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