

A True Technology Partnership

Workflow Automation
Aon



Case Study

“We had high expectations of a partner who could be flexible and dynamic and an extension of our team. I’m pleased to say that Fuji Xerox exceeded our expectations and were a pleasure to work with every step of our journey.”

Jonathan Cook, Information Technology Manager for Aon



Aon and Fuji Xerox – a true technology partnership

Aon New Zealand is a leading provider of insurance broking, risk management and HR consulting services. They work with a diverse range of customers at the local, regional and national level.

Two such services are a team of insurance brokers specialising in the rural sector, and sprinkler and fire alarm inspection services for commercial and public access buildings.

Realising a vision

Aon turned to Fuji Xerox when the time came to look for more efficient ways of delivering these rural and fire inspection services.

Jonathan Cook, Information Technology Manager for Aon, said, “We started on a new technology journey about three years ago, and were looking for partners who would become an extension of our team. Fuji Xerox fitted the bill because of our 20-year business history with them, and the work they’d been doing in the insurance sector. They were a great choice to engage with and to help realise our vision.

Going rural

Aon’s insurance broking service to rural clients relied heavily on dedicated brokers, who made personal visits to

collect the information needed to price and prepare a proposal. It was a paper-heavy, manual process, and Aon knew it had the potential to be faster and more responsive.

“We had challenges to solve in the rural industry, and a vision of how to do that,” said Cook.

“One of the main issues was the speed of data collection. Our brokers might be out on the road visiting clients for days on end. Over that time, they’d collect all this handwritten information, which they’d carry around until they made it back to their offices. Only then could they finally copy the information into our two insurance rating engines and prepare a quotation.”

The need for speed

As in any business, turnaround time is critical to delivering outstanding service and converting leads into sales. The manual process meant that Aon took a week or more to provide a rural client with a proposal. A mobility solution, with brokers inputting data directly into an application and providing on-the-spot ratings for the client, would be far more effective. That way, different premium and excess options could be discussed with the client at the time. Decisions can be made instantly, rather than weeks later.

Together, Fuji Xerox and Aon developed the Rural Application solution, to make

signing up new rural businesses a quicker and more rewarding experience. Aon brokers capture client information directly onto a form on a tablet, generating instant electronic insurance quotes.

Options can be discussed there and then. This level of professionalism works to strengthen client trust in Aon, leads to quicker decisions and, in many cases, increased revenue. Rural Application also generates a processing sheet for the Aon processing hub which automatically completes all the back-end ‘paperwork’. Brokers only need to collect the client’s signature and head to the next appointment.

Streamlined service

Aon’s rural brokers are now more efficient, and don’t have a daunting pile of paperwork to face after a week of travelling the rugged rural backroads of New Zealand.

Aon estimates that Rural Application has already delivered at least a 15% increase in broker productivity. “The streamlined workflow processes behind the app have halved the number of manual steps required to generate, modify and present quotations and options,” said Cook. “It’s effectively consolidated a week’s worth of work down to just a few days. The quality of the brokers’ reports has improved significantly, and the data they’ve collected is far more consistent.”



“While Rural Application has been a big learning curve for many of our brokers, they quickly realised the advantages and embraced the technology. There’s a genuine excitement about the application, and they’re keen to see how we can extend it even further.”

Cook has been nothing but impressed with their technology partner. “Fuji Xerox were fantastic at learning how we work, and being flexible in meeting our needs. We wanted a partner who would be an extension of our team, and that’s exactly what we got in this relationship.”

The Rural Application currently handles Aon’s new rural business, and by mid-2017 the application will have the ability to renew client’s existing policies as well.

Leading the way in fire inspection

Aon dominate the New Zealand market in providing fire inspection services for commercial and public access buildings. Their ISO17020 accredited services verify that a premise’s sprinklers, alarms and other equipment comply to the Building Act, certifying that they’re eligible for new or renewed insurance cover. Certification is issued for a two-year period, and Aon’s ten inspectors visit over 2500 buildings a year, throughout New Zealand.

The amount of detail required on Aon’s previous paper-based fire inspection form made it cumbersome to use.

Inspectors made extensive hand-written notes as they moved from room to room and floor to floor, recording issues or faults to remedy.

They usually visited a series of sites before returning to the office. This meant it could take several days before their extensive notes were handed over to the administration team to enter into Aon’s system and generate a report. The entire process - inspection, preparing the report, producing invoices for services - could take up to four weeks.

Going mobile

Aon and Fuji Xerox worked together to develop a tablet-based mobility solution for the fire inspection service.

The solution includes smart-form questionnaires. They are quick and easy to use, and inspectors can attach digital photographs. So now official findings go back to the office via the tablet as soon as the inspection is finished. The application automatically generates a report – which is reviewed, rather than compiled, by the administration team.

The mobility solution reduced the time to generate reports from four weeks to a staggering two days.

“The whole process is so much quicker now,” said Cook. “Our inspectors don’t need to worry about doing the administration side of the job. They just concentrate on completing the form on

their tablet. Our admin team can quickly review and electronically despatch the report and the invoice to the client.”

Ramping up the competition

As requests for fire inspections are often urgent, this incredibly fast turnaround has delighted Aon’s clients, and further sharpened Aon’s competitive edge. The solution also resulted in an immediate and measurable 15% improvement in productivity for the service.

“Our fire inspection business is growing year on year at a big rate,” said Cook. “The mobility solution has given us the ability to be more aggressive in the marketplace, and gain even more new business.”

Fantastic Fuji Xerox

“One of the reasons why this project has been so successful was our relationship with Fuji Xerox and their ongoing flexibility,” said Cook. “We were able to maintain consistency in our approach to the project, and carry forward everything we learned with the Rural Application project.”

Aon are delighted with their new technology solutions, and their impact on client service and business growth. And the partnership with Fuji Xerox delivered everything Cook had hoped for. “The last couple of years working with Fuji Xerox have been fantastic.”



At a glance

Organisation:

Aon

Industry sector:

Insurance and Risk
Assessment Services

Business requirement:

- Mobility solution to support rural insurance services
- Mobility solution to support fire inspection services

Primary Objective:

Aon used paper-reliant manual processes for both the collection of data to prepare insurance proposals for the rural sector, and for the preparation of fire inspection reports. Both services needed to be faster and more efficient.

Solution:

- Aon Rural Application – a tablet based mobility solution which uses Intellex to enable Aon's rural insurance brokers to collect information from clients on the spot, and generate instant electronic insurance quotes. The collected data directly enters Aon's

business applications.

- Aon Fire Inspection Tablet Solution – a tablet based mobility solution which uses Intellex Smart Forms to collect over multiple fields of data and automate the generation of the reports.

Outcomes:

- Aon Rural Application – 15 % immediate increase in broker productivity.
- Aon Fire Inspection Tablet Solution – 15 % immediate increase in productivity, wait time for reports slashed from 4 weeks to 2 days, significant business growth for the service.

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