



OCI'S CERTIFICATE OF INSURANCE SYSTEM IMPROVES OPERATIONAL EFFICIENCY AND DATA ACCESS FOR ABB

OCI'S Solution allows complete control of the certificate tracking process through real time access

THE COMPANY

ABB is a global leader in power and automation technologies that enable utility and industry customers to improve performance while lowering environmental impact. The ABB Group of companies operates in more than 100 countries and employs more than 103,000 people.

THE SITUATION: Outdated Certificate Handling Process

ABB issues about 3,000 certificates of insurance annually to demonstrate that its North American locations are appropriately insured. Historically, ABB had used a legacy, broker system to manage those certificates. But because the system was dated, it lacked numerous features that would have streamlined the ABB certificate process, including the ability to print effectively, to capture and store the necessary textual information with each certificate, and to provide an audit trail of certificates requested and issued. Additionally, because of the system's age, support for problems and upgrades was difficult to obtain.

Beyond those issues, ABB was in the midst of centralizing its risk information toolset, and program managers were looking to house all tools in a single online location to offer ease of use. And they wanted the flexibility to upgrade the system as their needs evolved – neither of which was available from their existing vendor.

THE SOLUTION: OCI

ABB turned to OCI to provide a web-based Certificate of Insurance application that overcame the shortcomings of its existing system. Following a series of collaborative design meetings, OCI delivered an online solution that gave ABB complete control of the certificate tracking process through real-time access. Most importantly, the system significantly modernized ABB's certificate handling process and filled the gaps left open by ABB's previous system.

Now, all 70 of ABB's users manage certificate requests and issuance from the OCI-developed system. The web-based tool has improved operational efficiency by allowing employees to concentrate on their core job duties, rather than on the system, which was once an administrative burden.

CUSTOMER PROFILE

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BUSINESS SITUATION

An outdated legacy system prevented ABB from streamlining and properly managing its certificate handling process. They system's age and decentralization made support for problems and upgrades difficult to obtain.



“This just makes it easier for the people in the field to get the job done,” said Stephen Raimondi, ABB Director of Risk Management Services for North America.

He said the transition from the legacy system has been well-received, both by his employees and his business partners.

“Our broker is very positive about it, too,” Raimondi said. “She said she wished all of her clients had this kind of process.”

OCI’s web-based Certificate of Insurance solution has resulted in improved access to certificate data and more efficient management of the certificate process.

“I think it would be smart for any risk manager to take a look at this solution,” Raimondi said.

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ABOUT OCI

OCI is an Information Management Solutions provider that helps companies make better-informed decisions about their employee benefit and risk management programs.

Using secure web-based applications, a flexible, client-centric approach and deep industry experience, our solutions transform data into information and knowledge, giving our customers the power to increase administrative efficiency, reduce expenditures and improve productivity.

Turning History Into Foresight SM

SOLUTION

A Web-based application that modernized ABB’s certificate handling process through real-time access.

BENEFITS

Web-based application improves operational efficiency by allowing employees to concentrate on their core job duties.

Allows complete control of the certificate tracking process through real-time access.

Reduced administrative burden.

For more information about OCI’s Risk Management Information System, please contact us at 800-487-3718 or at www.oci.com.