

MITRATECH

“One factor that won out for TeamConnect was its flexibility and scalability.”

Consolidating a Full Investigation Lifecycle with ELM

How a workers' compensation insurance leader implemented TeamConnect ELM for higher productivity.

The Company

A leading American provider of workers' compensation insurance that has partial autonomy from the rest of the state government. It is a not-for-profit with regional offices throughout the state and has played a key role in the state's economy for over 100 years. The company has approximately 112,000 policyholders, nearly \$21 billion in assets, and over \$1 billion in premiums.

Challenge

The company had a **significantly rising caseload volume** but was suffering from siloed investigation processes supported by antiquated technology solutions.

Key case data was stored in three different systems that didn't talk to each other, which led to **investigators wasting precious time manually searching for and inputting information.**

Investigations often involve joint effort between investigators, claims adjusters and lawyers, but this collaboration was strained by the **lack of a centralized hub.**

The company had no way of quickly triaging and assigning tips against workload data, and the **outdated interface and lack of mobile capability** impacted investigators' productivity.

The company **sought to consolidate the full investigation lifecycle**, from tip intake to assignment to full management of cases to dispensation and settlement, in **one seamlessly integrated platform.**



The Solution

The company chose Mitrtech and our TeamConnect ELM offering as it's an **end-to-end solution able to integrate all investigation activities**.

TeamConnect gave them the **flexibility to enable continued process evolution**, as well as the ability to **phase in sophistication over time**.

Another factor in Mitrtech's favor? A **proven track record of success**, as well as strong references.

The Results

Staff counsel users are happy with TeamConnect, and the company was able to **consolidate the full investigation cycle** with TeamConnect's end-to-end capabilities and ability to integrate all investigation activities.

The Benefits

Having implemented TeamConnect, the company has a centralized hub and is seeing **improved collaboration and knowledge-sharing within and across teams**.

They are now able to leverage data more effectively to distribute work and refine investigation processes. Investigator productivity is higher, freed from outdated interface challenges and no longer manually searching for or inputting information.

About Mitrattech

Mitrattech is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitrattech's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

For more info, visit: www.mitrattech.com

Challenges

- Case data sits in three systems that don't talk to each other
- Lack of a centralized hub to enable collaboration
- Outdated interface and lack of mobile capability

Results

- Staff counsel users happy with TeamConnect
- Consolidated the full investigation cycle
- Flexibility to enable continued process evolution

Benefits

- Improved collaboration and knowledge-sharing within and across teams
- Able to leverage data more effectively to distribute work and to refine investigation processes
- Investigator productivity is higher

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