

TIA helps specialist insurer UIA to forge ahead of bigger competitors



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*Sheena McDonald, UIA
Information Services Manager*

RAISING THE BAR

Specialist insurance companies need to process efficiently in order to compete – sourcing the best technological solutions to increase performance is an important way of achieving this.

As a mutual insurance company providing insurance to trade union members and other not-for-profit organizations, UIA was aware of the challenges they faced against bigger insurers. UIA raised the bar by implementing the TIA technology software solution across their business.

"As a specialist insurer, competing with bigger competitors presents us with a continual challenge," says Sheena McDonald, Information Services Manager at UIA. "The TIA Solution has transformed our productivity, and as a result of the innovative modular structure, enabled us to future-proof our systems for years to come."

LEGACY SYSTEM REQUIRED HIGH LEVELS OF RESOURCING

With a legacy system based on old technology, UIA was unable to successfully move forward or evolve – thereby preventing growth.

"We required a system that allowed us to respond to current business requirements in a timely manner," Sheena McDonald affirms. "The legacy system was built on old technology which was extremely difficult to resource – we needed something a lot more rapid and flexible. In particular, policy administration was a resource hungry process involving a huge amount of human processing."

"This created a business case for us to invest in a new system. After an extensive competitive tender process, the TIA Solution came out top. The technology was robust and the functionality was innovative."

UIA (Insurance) Ltd.

UIA is a mutual insurance company with over 100 years' experience of providing great value, high quality insurance to members of selected trade unions and other non-for-profit organisations. As a mutual company UIA is owned by the policyholders and profits are reinvested in the company, keeping premiums low, while providing members and their families with a wide range of real value for money products – all backed by fast and friendly services. UIA has grown significantly over recent years and now employs in excess of 100 employees in its offices based in Stevenage, Hertfordshire in United Kingdom.



Making the jump to a new software system required commitment to invest. "We invested a significant amount," she points out. "But the new system has proven its worth – every penny spent has given us a massive return on investment."

EXCELLENT CLIENT/SUPPLIER RELATIONSHIP

For UIA, one of the significant advantages of implementing TIA technology has been the development of a highly successful client/supplier relationship. The organized International TIA User Group seminars have contributed to this.

"Our relationship with TIA has been a really positive experience," explains Sheena McDonald. "We've been particularly impressed by the organized User Group Seminars, which occur twice per year, typically in connection with the annual TIA release. The seminars allow for the sharing of TIA best practice, ideas and lessons learned. Although most of the delegates are competitors, they're always incredibly interesting and positive meets – there's a real community feeling amongst attendees."

LOOKING TO THE FUTURE

Remaining ahead of the pack is crucial to the smaller insurer – having the right technology in place is key. Sheena acknowledges that future-proofing the IT system was a priority for UIA. "Ultimately, we wanted a system that could evolve with further technological changes," says Sheena McDonald. "TIA invests a huge amount in new releases and technological support, and the innovative modular system allows for future change and adaption. Consequently, we feel confident that we've found that right solution for the business, both now and in the future."

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