

CUSTOMER CASE:



Euro-Center's international network is designed to provide "assistance on the spot" to their policyholders - where and when assistance is needed.

Euro-Center is a travel insurance network servicing a range of insurance companies throughout the world - e.g. Europeesche Verzekeringen in The Netherlands, Europäische Reiseversicherung AG in Germany and Europæiske Rejseforsikring A/S in Denmark where Euro-Center also has its headquarter.

With 11 regional offices and presence on all continents, Euro-Center offers professional support to travelers and expatriates abroad. When covered by the network and faced with an accident, Euro-Center makes sure that you receive the best possible treatment at the lowest possible price. This includes communication with medical personnel, arranging transportation, accommodation, etc.

Euro-Center Uses QPR Management Portal for Better Controlling and Clear Management Information

"QPR ScoreCard gave us a solution reporting critical business indicators on local site level. QPR ScoreCard is directly addressing the business needs and management challenges we are facing."

*Nicolas Sommer,
IT Coordinator*



Management Information Needed

CEO Jan Madsen and IT Coordinator Nicolas Sommer were looking for a system to support management in their organization since the 11 Euro-Center sites did not have easy access to relevant and updated information on number of claims, claim costs, etc. Thus the management did not have up-to-date information on their performance either.

It was therefore hard - and sometimes impossible - to react in time on variations from budgets or expected levels since information was delayed. The main problem was that it took too much time to pick up needed data and create reports.

Benchmarking among the Euro-Centers was also complicated. Who should improve on what - and when?

QPR ScoreCard Chosen Because of its Flexibility

A possible solution was to establish a data warehouse (DW). All relevant data series should be defined and a DW developed from scratch.

But it seemed like a hard job to find comparable data from the different locations all over the world, and building a data warehouse might not be the right solution when the company was at the same time facing replacement of core systems and changing data sources. A later change

in the IT structure would call for a redefinition of the DW.

A second challenge was that a DW project did not necessarily meet the overall objective of managing by objectives and performance – not just having the data. So communicating and reporting results should also be included in the solution.

It became clear to Nicolas Sommer and Jan Madsen that the management information system needed to be much more flexible than a data warehouse and that is one of the reasons why Euro-Centers chose QPR ScoreCard.

QPR ScoreCard is a very flexible system which allows the top management and all Euro-Centers to follow up on all the defined indicators continuously. It is web-based and therefore easy to implement and deploy. In addition the system makes it possible for the management to see all performances of the centers at a glance.



Easy Integration with the ERP System and MS Dynamics

A small internal group at Euro-Center developed a strategy map based on the data needed in order to make comparable reports and discuss managerial questions. For each success criteria some performance indicators were defined and the set up was launched.

Integration to the ERP system and MS Dynamics was conducted by Amplio Management, QPR Partner in Denmark. QPR was involved in the integration in addition to an external IT-consultant hired by Amplio Management in order to automate also

more complex data transmission to the QPR server.

These scorecards have increased the level of transparency very much. The decision making processes became easier and faster. The managers now have access to all up-to-date information through the QPR Portal.



Committing All Levels of the Organization

In order to make the regional managers use the system as intended, a conference presentation was made at the beginning of the implementation process introducing all managers to the possibilities and advantages of using QPR. Interviews with each manager were conducted in order to gather their viewpoints and answer handle specific questions.

This process had a very positive influence on the implementation gaining commitment from everyone and adding transparency to it.

In order to make QPR as successful to the regional managers as it is at a corporate level, Euro-Center is currently considering also developing more strategic scorecards for central and local business development purposes, ensuring the alignment of all initiatives with the strategy of the organization.

Streamlining Processes with QPR ProcessGuide

Now the 11 Euro-Centers have their own scorecards, where they can keep track of performance and allocation of overhead costs and also compare themselves to other locations.



Euro-Center plans to also implement QPR ProcessGuide in order to have procedures optimized and aligned for all the offices.

Furthermore, by integrating QPR ScoreCard and QPR ProcessGuide, Euro-Center will be able to link business performance indicators to processes. "Our main goal is to reduce costs and commit local employees to come up with suggestions for improvement," Nicolas Sommer says.

With Euro-Center taking care of treatments on behalf of several travel insurance companies, the challenge lies in constantly improving management information in order to improve quality of care and reduce costs.