

Customer Success Story



Background

Terri Scheer Insurance Brokers is an established insurance brokerage business that has successfully operated as a specialist landlord insurance provider for the past 12 years.

Founder and Chief Executive, Ms Terri Scheer was named 2006 Telstra South Australian Business Woman of the Year and is highly respected both within the insurance industry and the SA business community.



Customer

Terri Sheer Insurance Brokers

Industry

Services

Advance's Solution

Customised Software

“NURV has been a work in progress for some years to provide the computer platform needed for our business to compete more effectively and efficiently.

This has been made possible by the establishment of a project management methodology tailored specifically to suit our business style.”

Tony Box, General Manager
Business Services

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The problem

The company's exceptional growth meant that they quickly outgrew their initial insurance systems. Advance Business Consulting were asked to develop a new insurance system to replace the less sophisticated systems that the client was using in the early years of operation. After the initial go-live of NURV (NURV is the adopted acronym for the custom developed replacement solution) a number of projects or phases have been undertaken to deliver on-going improvements.

Insurance is a complex business that requires a complex system. The system must have a high-level of integrity in terms of being financially accurate and meet numerous regulatory and legal requirements. It also has to be easy to use and efficient.

Over the last few years increasing competition has driven the need for more innovation and improvement to ensure better service and efficient processing leading to greater customer satisfaction.

As the company has grown and gone through change, the system has also needed to grow. For example, developing the system to handle new insurance products, changes to deal with multiple underwriters and accommodating the purchase of the company by Vero.



We work very closely with the client throughout the process to ensure they are getting what they want and need.

Having gained a solid understanding of the insurance business, we are more than software developers.

We often provide thought leadership in terms of improved workflow, customer service and more valuable information.



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Results to date:

NURV is a robust, rich system that supports the activities of this highly successful business.

A partnership approach together with a mature software development process has led to the delivery of on-going improvements.



The Advance solution

NURV (the custom developed solution) includes functionality for; management of insurance policies, management of customer relationships, management of claims and trust accounting needs.

The system now has rich functionality that has been developed to specifically meet the needs of the client. To deliver the on-going improvements we have a mature software development process, which includes; analysis, crafting the specification, client review and sign off, programming, internal testing and user-acceptance testing.

About Customisation

When off the shelf solutions can't meet your specific needs, Advance's team can customise a programme just for you.

Advance have worked with many clients on customisation from Insurance Brokers to Recyclers, all looking for a tailored solution to give them the business information they need to succeed.

"People from Advance and Terri Scheer Insurance Brokers work well together in a partnership approach, respect each others skills and abilities, enjoy working together and, in so doing, produce quality results in a timely manner."

Tony Box, General Manager
Business Services

advance

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