



Insurance Field Application Case Study: Deep partnership for mutual success

- Dartamon was approached by a private insurance client to augment their team in developing a field mobile application
- The impact of the application was to reduce the working time of field risk assessors from 2 weeks to 2 days, saving the client millions of dollars
- Partnering with clients to reduce bottlenecks in their business lines and identifying critical problems will have the highest rate of return

Background

Commercial facilities insurance is a very complex field industry with highly unique competitive advantages. Each individual insurance company has their own unique risk-assessment method that constitutes their proprietary advantage in the market and is also highly correlated to the profitability of the company.

A private commercial insurance company had engaged Dartamon Consulting on a staff acceleration contract to grow and mentor their internal team in order to build a mobile Windows Store application to be used by field risk assessors when analyzing risk directly on-site of the facilities they insure. Previously, the risk-assessment process was a lengthy multiple-week process and

required multiple site visits as most of the assessment work was done in spreadsheets at the company office.

Vision

The goal of the mobile application was to contain the proprietary processes of the client in a single mobile device, such that the user of the device could go through the entire proprietary risk estimation process without additional reference materials and with full automation of the calculation processes.



The field force of the client was very particular about the user interface being touch friendly and a large portion of the project focused on making an intuitive interface for the application users. The field force often has to travel far at great expense to reach remote locations to be insured, the time savings through the use of the mobile application and its friendliness to the field force had to be maximized.

Execution

The client had partnered with Microsoft in order to develop the application on Microsoft's Windows Store platform that runs under the Windows 8 and Windows 10 operating systems. Windows Store applications provided development tools familiar to the internal software development team of the client. The Store tile interface was also deemed more appropriate for the fast-response interface asked for by the risk assessors.

Dartamon provided direct technical expertise and guidance to the internal development team and facilitated the resolution of any roadblocks during the development of the mobile system.

Results

The combined Dartamon and internal team delivered the project on time. The application was released to the 30,000 field users using Microsoft Surface 3 tablets.

Through mentoring and guidance, the internal team had gained considerable competence in Windows Store application development and is now able to independently continue maintenance operations and further development of the application.

In addition to mentoring, Dartamon had improved the software development process by introducing additional commercial development tools and guidance documents to empower the internal team.

The client is looking forward to engaging with Dartamon again on future projects.

Takeaways

Part of the vision of the project included ongoing iterative work to save time by streamlining the user interface and the actions of the risk assessors to minimize the time spent on the total risk assessment of a facility.

For business-critical projects, it is important to go beyond the simple client-vendor relationship and truly partner with the client in order to find the right technical solutions by being armed with the perspective of the business stakeholders of the client and being able to position yourself in their shoes.

When Dartamon and the client function together as a team in approaching a problem, the client gets the highest returns for their investment by minimizing managerial costs and time spent on organizing the effort. Gaining the trust of the client to establish this kind of a partnership is done through years of Dartamon's operational excellence.