



MERIDIAN RISK SOLUTIONS LIMITED

“FOCUSED ON DELIVERING MAXIMUM VALUE TO CLIENTS AND THE CONTINUOUS DEVELOPMENT OF THEIR BUSINESS”

Meridian Risk Solutions Ltd is a fully accredited independent Lloyd’s Broker, specialising in Marine, Hull, Cargo, Protection and Indemnity, Kidnap and Ransom, Energy, Property, Casualty, Delegated Underwriting Authorities, Wholesale and Reinsurance Products. Their experienced professionals combine an in-depth knowledge of their markets with strong client relationships, enabling them to deliver innovative risk solutions.

As a prominent Broker in the London insurance market, Meridian were looking to partner themselves with an IT provider who could help them understand the data they were receiving through bordereaux cleansing,

validations and accurate reports. Visually viewing analytical information sourced from the firm’s current templates was paramount and a big factor within their decision making process. Finally, it was imperative that Meridian partnered

with a solutions company who had the necessary experience to help them deliver efficient service to their clients and could scale their business alongside its growth. ▶

Meridian established VIPR's two core products, Intrali and Active Reports, in February 2018 to help manage their binder business and optimise the data they were collecting.

IMPLEMENTING VIPR'S INTRALI

On the first day of VIPR's training with Meridian, the infamous Beast from the East swept across London. Undeterred by the storm's potential, VIPR and the eager team at Meridian ensured training began without complaint or interruption. With employees located in the London office, Kent and Essex, all team members were able to take part in VIPR's well-organised Webex training.

To start, VIPR offered everyone an overview of their software solution,

Intrali, which included a detailed demonstration of the bordereaux upload process. Following this talk, Meridian staff began to establish field groups to cover all market data information, including contacts, security and geographical teams, formatted in the standard of bordereaux, and established binders, which detailed risk level information – doing this early on ensured the bordereaux upload process was mapped correctly to the applicable reporting standard.

After the training day, VIPR's helpdesk and key contacts were always available to speak to, whether this was by telephone, email or in person. The team at Meridian found this incredibly valuable and benefitted from their queries being met with guidance, so that any

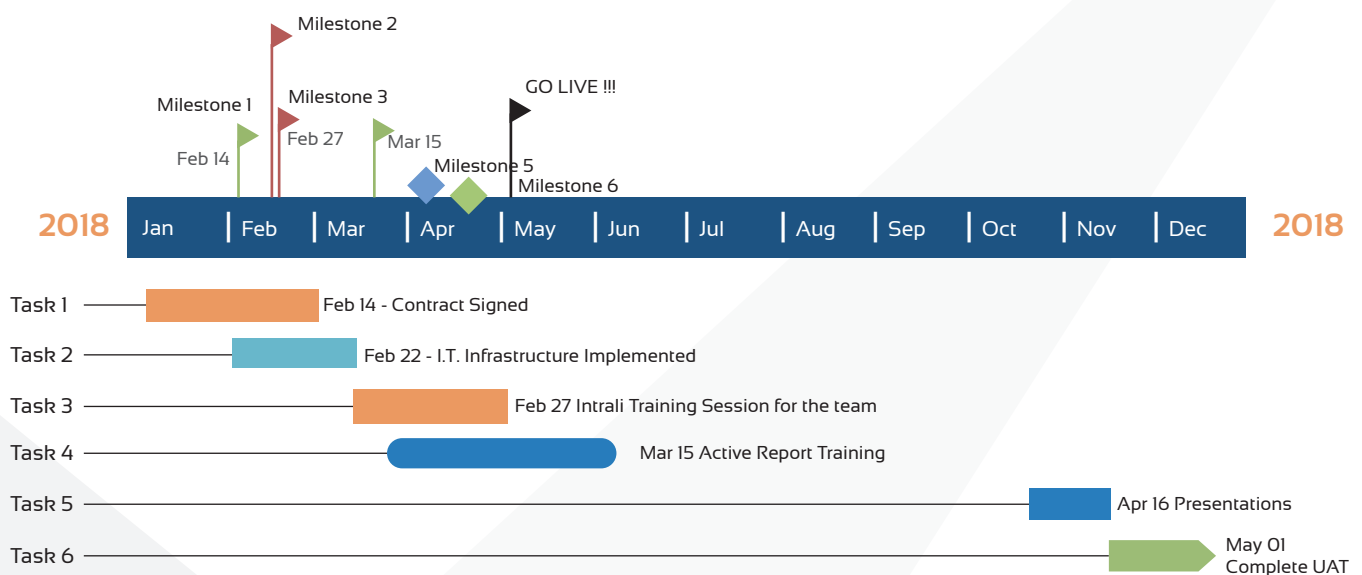
"VIPR's support desk continued to be proactive, supportive and positive when liaising directly with the Meridian team."

Paula Duplock, Director of Compliance, Business Operations & Binder Management

resolutions could be achieved quickly. VIPR's support desk continued to be proactive, supportive and positive when liaising directly with the Meridian team.

OUTCOMES

Following the success of their training with Intrali, Meridian took the opportunity to carry out legacy analytical work to support their Coverholders and Managing Agents with future renewals. ▶



Project Timeline



“Meridian has received positive feedback internally and from Coverholders and Managing Agents, who are very impressed by the company’s work since installing Active Reports.”

Paula Duplock, Director of Compliance, Business Operations & Binder Management

Meridian’s vision was to provide a greater insight to each Delegated Underwriting Authority’s (DUA) placement progression. User Acceptance Testers (UATs) provided the perfect opportunity to carry this out for a specific DUA placement which was transferred to Meridian mid-term.

Within the first few weeks of having Intrali fully integrated, Meridian were extremely proactive and ensured the company and its culture had adopted the solutions into daily work processes. The software has provided really positive results, demonstrating to Meridian from the outset the benefits of replacing a manual process with an efficient solution. Meridian has found Intrali to be an effective solution, which is easy to navigate and supported by a User Guide in the event of assistance being needed. The results since Intrali has been installed have been impressive, and the programme has already proven to be a

benefit to the Coverholder, Meridian and the Managing Agent.

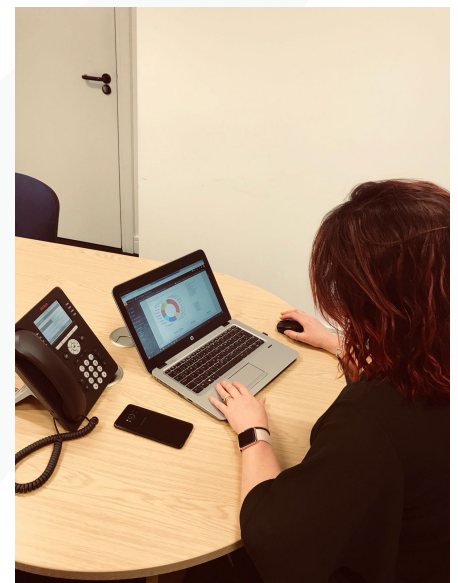
WHAT HAS MERIDIAN LEARNT SINCE INTRALI INSTALLATION?

- Allocate time and resources to share the workload
- Create a plan, assess what you want to achieve and set realistic migration targets to instantly see results
- If you intend to incorporate legacy DUA placements, discuss with your Coverholder if Master Bordereaux for written, paid and claims can be provided
- Set the binder contracts up with as much information from the DUA Contracts Schedule as possible. This will enhance the checking validations available.
- Within market data, set up your Coverholder contacts, lead security and review the risk code list
- Create teams by geographical location - this will allow reporting to be analysed by all users for their geographical interest.
- Set up field mapping groups by Class of Business
- Ensure you only select a minimal number of categories within the field groups as ‘Compulsory’ - you will have the opportunity to set other categories as ‘Optional’. This will ensure a smoother process when mapping your bordereaux to the mapping group

- Check the standard of your bordereaux format and adapt accordingly to assist with the upload process
- Intrali is not just an office solution - remote access allows formatting and bordereaux uploads to be carried out whilst commuting to and from the office if necessary!

INTEGRATING VIPR’S ACTIVE REPORTS

It was crucial for Meridian to visually review the data loaded within the bordereaux management solution, Intrali. VIPR’s additional training with their software solution, Active Reports, demonstrated the results of Meridian’s work with Intrali completed to date. The ability to view the visual reporting in different styles, with a focus on the Written, Paid and Claims figures was extremely insightful for Meridian, as well as being able to filter the results ▶



in various different ways, e.g. by UMR, Coverholder and Risk Code. Active Reports quickly displays the results mapped from the bordereaux received from the Coverholders.

Active Reports provides Meridian with the opportunity to monitor users internally and use this information as an important MI tool, indicating the need for additional training or merely identifying a user's workload. This element is complimented by the ability to monitor and demonstrate Coverholders' timeframes and highlights how long it takes the bordereaux to be loaded within Intrali following upload. This functionality provides good MI information and supports any delays in response time to specific queries.

Throughout the training on Active Reports, VIPR also assisted Meridian by ensuring Power BI Desktop was available for all Active Reports users.

This element has since assisted Meridian to publish specific reports which are not incorporated within VIPR's standard suite. This has clearly demonstrated any report can be built within the Desktop space, as long as the information is contained within the bordereaux format and mapped accordingly.

With the expertise and support provided by VIPR, Meridian has published a further four reports to support our DUA placements. Comprising Written, Premium, Claims and Accounts Analysis



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reports, Active Reports provides Meridian with granular information to support the business' internal visions and potential for our Coverholders and Managing Agents. Meridian has delighted with the standard of reporting and very keen to ensure the firm can also share its knowledge with VIPR to produce bespoke reports. VIPR's solutions have already instilled an enhanced confidence within Meridian and its ability to provide a great service for all its clients.

Meridian has received positive feedback internally and from Coverholders and Managing Agents, who are very impressed by the company's work since installing Active Reports. The key message Meridian has taken from this is that work does not stop here, and that it is within Meridian's culture and vision to continue to provide sleek, analytical results.

MERIDIAN'S TOP TIPS FOR ACTIVE REPORTS USERS

- Training within Power BI Desktop is crucial if you want to publish your own reports to support the standard suite available
- Use alternative training aids to enhance your knowledge, in addition to the expertise provided by the VIPR team
- Allocate time to focus on the training and don't expect to be a report publisher from the very first session. Learn from mistakes and focus when receiving training from VIPR's team
- Don't forget for the wow factor - download Power BI on Company Electronic Devices to impress!
- Present your achievements internally to engage interest and to embed the new solution within the culture of the company. Most importantly, demonstrate the results to Coverholders and Managing Agents to obtain feedback - it may provide opportunities for the company
- Make sure Intrali is managed, continually being updated - don't let the momentum go. The data being entered into Intrali provides the visual results in Active Reports
- Most importantly, engage users to follow the process from Intrali to Active Reports - each solution is just as important. The people uploading the bordereaux data are the key users!