

CNA Switches to AIR for an Automated, Integrated Workflow Solution

CASE STUDY

To stay competitive in a marketplace of rapidly advancing technology, CNA, one of the largest U.S. commercial property and casualty insurance companies, chose an innovative automation and integration solution from AIR to replace legacy modeling systems and streamline workflows. With AIR's solution, CNA transformed their modeling operations and exceeded performance goals while minimizing disruption for their underwriters.

The SmartGate Solution by the Numbers*



Seconds

Analyze up to 10 locations in a 50K catalog with Touchstone® Web Services and SmartGate



Minutes

Analyze up to 100 locations in a 50K catalog with Touchstone and SmartGate



Minutes

Analyze up to 1,000 locations in a 50K catalog with Touchstone and SmartGate

*Runtimes depend on computing power.

Highlights

THE CHALLENGE: As part of an enterprise-wide modeling transformation, CNA sought a cost-effective, minimally disruptive way to replace their legacy modeling systems and improve their model runtimes while maintaining their proprietary view of risk.

THE SOLUTION: CNA chose to work with AIR to develop SmartGate—an innovative, flexible automation solution that substantially improved CNA's modeling runtimes and streamlined account modeling workflows throughout the organization.

INTEGRATION WITH MINIMAL DISRUPTION: With AIR's comprehensive support, CNA was able to transition their modeling workflows and go live on their production system with the SmartGate solution in a matter of months.

THE BENEFIT: By switching to AIR, CNA has reduced the time required to make underwriting decisions; increased the number of modeling analyses that could be completed; maintained the ability to accommodate their own view of risk; and saved resources so they can focus on their core business.

SUMMARY: CNA improved process performance, so their underwriters can make more informed decisions faster with minimal disruption to their operations.



The Challenge

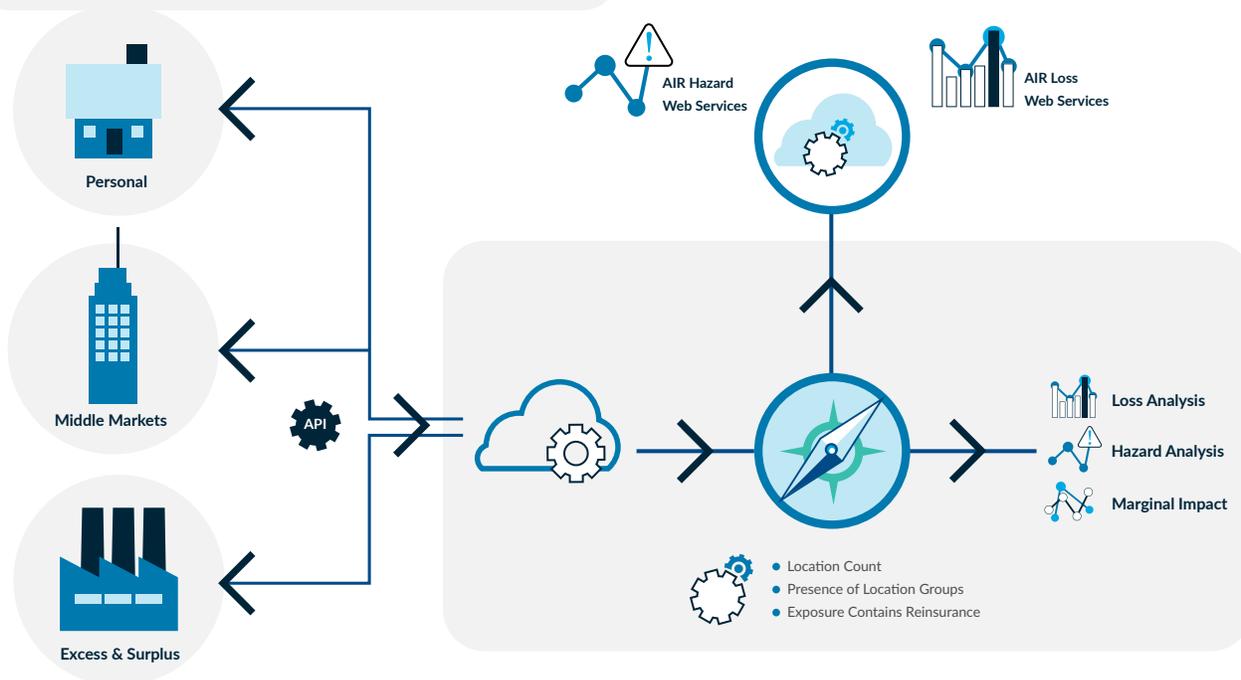
CNA is one of the largest U.S. commercial property and casualty insurance companies. CNA provides a broad range of standard and specialized property and casualty insurance products and services for businesses and professionals in the U.S., Canada, and Europe, backed by 120 years of experience and approximately \$45 billion of assets. As part of an enterprise-wide transformation of its catastrophe modeling systems and capabilities, CNA sought ways to streamline and enhance their underwriting processes in a way that would be both cost effective and cause minimal operational disruption. CNA realized that the solution they chose would have to replace their legacy systems with minimal disruption, improve their model runtimes, and accommodate their proprietary view of risk.

The Solution

After thoroughly vetting and validating solutions from various catastrophe risk analytics providers, CNA felt optimistic about their decision to replace their legacy modeling systems with the innovation and flexibility offered by AIR's tools and services. Although switching modeling providers can pose challenges, CNA was able to address them head on with AIR's new automation solution, SmartGate, which offered automated workflows, substantially improved account modeling runtimes, and minimal operational disruption.

CNA's smaller accounts had to run in seconds and single-peril analyses for their larger accounts had to be completed in five minutes or less. To facilitate these two workflows, AIR created an interface in CNA's AIR Cloud environment to handle requests from CNA's system and initiate the appropriate process. To determine where the incoming exposure data could be processed fastest, AIR developed an algorithm—the SmartGate Decision Point—and incorporated it into the comprehensive SmartGate solution.

SmartGate is AIR's comprehensive solution comprising multiple tools and services to significantly shorten runtimes and automate workflows.



This interface also provides CNA with several APIs for submitting new accounts, running different analyses, and getting customized results. Touchstone Web Services is used to enable rapid runtimes for smaller accounts using the same exposure data and delivering the same full stochastic analysis and output provided by Touchstone, which SmartGate uses for larger schedules and portfolios. Once analyzed, both the hazard and loss analytics results are passed back to CNA so that they can make informed decisions on these risks.

Integration With Minimal Disruption

CNA worked with AIR to develop and execute a transition plan that included both the development of the new SmartGate solution as well as the associated acceptance testing. During the transition period, both the new and legacy systems operated simultaneously so that CNA could train their teams. AIR's support, flexibility, and use of the AIR Cloud to manage the Touchstone environment enabled CNA to conduct its business throughout integration and shorten implementation timelines. In a matter of months, CNA transitioned their workflows and went live on their production system with these new analytics, integrating the SmartGate solution into their account modeling workflow with minimal disruption.

The Benefit

By switching from its legacy modeling systems to AIR, CNA has cut down process timelines and increased throughput for their entire underwriting workflow while maintaining the ability to accommodate their own view of risk. In addition to saving time, CNA is saving resources. Use of SmartGate—comprising Touchstone Web Services, the AIR Cloud, the SmartGate Decision Point, and APIs—has enabled CNA to focus on core competencies and top-line revenue growth instead of having to manage the hardware and software systems traditionally associated with on-premises catastrophe modeling solutions.

“We are pleased with the flexibility and innovation offered by AIR tools and services, including AIR’s innovative automation solution, SmartGate. CNA gets rapid, dependable results, and the support AIR has provided—from transition planning through implementation—has been excellent.”

— Tom Stone, Vice President
Exposure and Catastrophe Management, CNA

Summary

CNA's improved modeling systems and processes are built on AIR's new SmartGate solution. This modeling framework improves process performance and allows CNA's underwriters to make more informed decisions faster. Making the switch took a matter of months from inception to completion, thanks to excellent integration support from AIR, which also ensured minimal disruption to CNA operations. CNA successfully completed their enterprise-wide modeling transformation in part because of the innovative automation solution developed by AIR.





About AIR Worldwide

AIR Worldwide (AIR) provides risk modeling solutions that make individuals, businesses, and society more resilient to extreme events. In 1987, AIR Worldwide founded the catastrophe modeling industry and today models the risk from natural catastrophes, terrorism, pandemics, casualty catastrophes, and cyber incidents. Insurance, reinsurance, financial, corporate, and government clients rely on AIR's advanced science, software, and consulting services for catastrophe risk management, insurance-linked securities, longevity modeling, site-specific engineering analyses, and agricultural risk management. AIR Worldwide, a Verisk ([Nasdaq:VRSK](https://www.nasdaq.com/symbol/vrsk)) business, is headquartered in Boston, with additional offices in North America, Europe, and Asia. For more information, please visit www.air-worldwide.com.

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