

# Data Capture Delivered: Productivity Improved

**Manual Processes lead to high cost and lengthy delays in application processing**

## The Challenge

As one of the largest medical malpractice providers, Medical Liability Mutual Insurance Company (MLMIC) in New York, the management team recognized a competitive disadvantage with its antiquated manual process for new applications and renewals. Not only were manual processes cumbersome and time consuming for applicants and clients, but required significant internal man hours in processing paper applications. Processing paper documents were subject to the standard ills associated with inputting data from paper documents – interpreting the often- suspect handwritten information.

A new, electronic application was needed to help the company maintain its market dominance, ensure accurate and complete data capture, and streamline internal processes and costs to ensure the company delivered on its mission to offer the best possible products and services at a competitive price.

**MLMIC wanted a new, streamlined way to connect with policyholders while improving the way data was collected.**

## The Solution

MLMIC's new chief information officer (CIO) was charged with developing a solution. Typically, companies the size of MLMIC consider a "home-grown" option, but that effort would have required significant time and internal resources better allocated to direct client support.

**"I knew firsthand the capabilities Trinisys could bring to our project. They are capable of building tight integrations; they have software that can be easily and cost effectively configured to meet most any client needs."**  
– Jason Potosky, CIO

Because the CIO had previous experience with Trinisys and its extensible Convergence software, choosing a qualified development partner was easy. Still, an internal review process was followed to ensure that all internal stakeholders understood the scope of the project, what would be required of key areas of the organization, and who would



**About MLMIC:** MLMIC is not only the largest underwriter of medical professional liability insurance in the State of New York, but also one of the largest companies of its kind in the nation. Across New York State, MLMIC insures nearly 15,000 physicians, 4,000 dentists and dozens of hospitals.

**ReSTful** is a technology API keyword used to describe an architecture style for designing networked applications. It stands for Representational State Transfer. It relies on a stateless, client-server, cacheable communications protocol using HTTP protocol to GET, PUT, POST and DELETE data.

be tasked with implementing and using the new e-application process. This internal buy-in was a critical step in ensuring the success of the project as it was rolled out to clients.

At the conclusion of the review process, selling the idea of Trinisys was not an issue. The cost benefit analysis proved that converting from a manual application process to an electronic system would catapult MLMIC into the modern era of customer acquisition and retention and save the company significant man hours in underwriting.

Other key reasons MLMIC chose Trinisys was their projected speed of deployment and demonstrated ability to train existing non-technical team members, out-of-the-box integration points with electronic signature vendors and ReST services.

## Implementation with Trinisys

MLMIC benefited from their CIO's experience with the Trinisys Convergence platform accelerating the implementation process to about 90 days and requiring little assistance from the Trinisys support team. Implementation included the build, install, and publishing a useable system. The CIO was able write scripts and trained internal resources (in about 2 hours) to successfully build the needed templates. "The ability to accomplish this internally is a testament to the usability of the Convergence technology and the productivity gains it affords IT departments," claimed Potosky. During build and publish phase of the project, there were multiple rounds of internal demonstrations to keep all stakeholders informed on progress and functionality.

While the MLMIC team was proficient on Convergence, Trinisys has a proven process to facilitate rapid, cost effective implementation of client specifications on the Convergence platform. That process includes:

1. Work with client to define needs and project scope
2. Development Phase
3. Test Phase
4. User Acceptance/Test Phase
5. Deploy and Train Client Staff

## The Outcome

Trinisys Convergence helped the MLMIC IT team show how rapidly an electronic form/workflow could be developed and deployed. The new electronic application is now part of the daily workflow and while it is too early to provide real ROI, it is expected to save the company hours in application review by underwriters.

Convergence is also being considered as the platform for a number of other internal efforts driving further value of the investment. The key is that it does not require a hard-core Java developer which makes it accessible to a much larger number of the IT team members.

**"Personally, I have utilized Convergence for over four years and find it to be intuitive and very responsive to end user requests. The rapid prototyping helps others visualize what is being asked for and therefore have requirements/solution approved very quickly. I also find that training others is simpler than other toolsets, allowing the entire team can contribute, rather than relying on a few individuals. Lastly, I need to mention the support group - from one of the founders down to the day-today support personnel, all are available and very willing to assist in any way possible."**

**– Jason Potosky, CIO**



**Automated Method –  
7,000 renewals  
processed annually**



**85% completed with no  
changes – leaving only 15%  
for additional processing**



**Estimated 40% reduction  
in processing renewals**

## About Trinisys

Trinisys is a leading provider of enterprise data migration, integration and web application solutions for the healthcare industry. We convert, connect and combine data to automate manual processes, extend existing systems and develop web solutions that improve processes and optimize resources. Our success is based on the company's philosophy and work culture that drives continuous innovation of quality software that addresses real businesses challenges. Trinisys connects systems to systems and people to systems. **For more information about Trinisys and its products, please visit [www.trinisys.com](http://www.trinisys.com).**

