Cost Savings and Flexibility at CNA Insurance

Video Transcript

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CNA teams with Accenture to integrate Financial and Human Resource systems using Oracle.

The project is helping cost savings and improved flexibility.

There are basically two big challenges that we’re facing right now that Accenture’s working with us on. The first one is to integrate two companies that we’ve acquired recently into both our financial and HR systems. And then the other challenge we’re facing is, getting us to a common platform and really simplifying our financial environment without sacrificing any capabilities to the business.

Accenture provides integration services, as well as application outsourcing and I think one of the more unique parts is we’re working together on an information management competency center.

About a year ago, we established the Information Management Company Center, IMCC, and it’s a dedicated team that focuses on delivering data projects and it’s a combination of CNA business, CNA IT as well as Accenture.

One place where we’ve partnered with both Accenture and Oracle is we’re in the middle of an upgrade of our PeopleSoft and Financials environment to Version 9.1 and we’ve been meeting regularly with both the project team, which is CNA and Accenture, and with Oracle to...
proactively work through the defects we’re finding as we go through testing.

On another project, advancing analytics, where we’re building out data marts for our actuaries and we’re doing it product line by product line to enable them to get data that they just didn’t have access to before and combined in ways that they weren’t able to do before.

For HR, it’s been a huge benefit to these companies that we have integrated in, because for the most part they didn’t have a system. So, it’s been done on spreadsheets and access databases and a lot of manual processes. So, one, we got them a system that they were able to use, there’s employee self-service, so the employees can go in and update their address information or whatever information they need to change and take some of that transactional processing away from HR and let them focus on things that actually bring value to the business.

Where we have found the biggest benefit is having some dedicated resources providing the flexibility to move people around to where we need them. And we found that very helpful in the flexibility that Accenture has shown and willingness to move people around has been greatly beneficial to making sure we deliver the business results we’re looking to deliver.

The reason we have selected Accenture, one and foremost, is just they’ve shown an ability to deliver and to deliver at CNA repeatedly. Two is that Accenture doesn’t just do what we ask them to do. They’re really there to work with us to question what we’re thinking, to make recommendations, and a willingness to really focus on delivering the results and a willingness to change and the flexibility to get there.

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