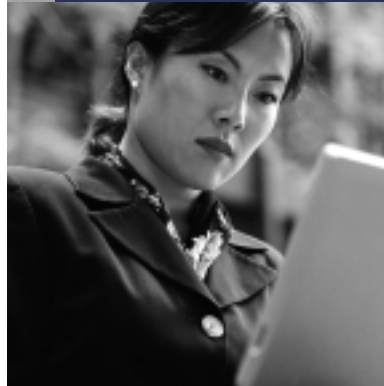


SAP Success Story



Allstate teamed with the SAP® Global Solution Center to rapidly deliver a field claims payment solution that adjusters use to assist customers in settling claims while at the insured's site.

ALLSTATE TEAMS WITH SAP® GLOBAL SOLUTION CENTER FOR CUSTOMIZED FIELD CLAIMS PAYMENT SOLUTION

Allstate Insurance Company knew what it needed in a mechanized field claims payment solution that 3,000 field adjusters would use on a daily basis to issue checks when settling customers' claims.

"This application is designed to be used in the field, in front of a customer," says Jim Walters, director at Allstate. "It must be easy to use, fast, and secure."

Allstate turned to the SAP Global Solution Center to deliver the goods. The SAP Global Solution Center provides an open, collaborative environment where SAP developers and solution experts work closely with customers to develop enhancements and extensions for SAP solutions and software, including the mySAP.com® e-business platform, SAP® R/3®, and targeted industry solutions.

"We wanted an application that we could build quickly, cost-effectively, and efficiently," Walters says. "We have a long-standing relationship with SAP. We had the confidence that SAP could produce the custom solution for Allstate."



SAP America, Inc.
Global Solution Center
3999 West Chester Pike
Newtown Square, PA 19073
T 1-866-633-3413

[www.sap.com/
globalsolutioncenter](http://www.sap.com/globalsolutioncenter)
[www.service.sap.com/
globalsolutioncenter](http://www.service.sap.com/globalsolutioncenter)

Allstate's confidence was well placed. It teamed with the SAP Global Solution Center, in a rapid development process, to deliver the field claims payment solution in nine months. The solution enables claims adjusters, using a laptop PC and portable printer, to capture crucial data elements about each claim and print a professional-looking check while at the insured's home. At the same time, the solution keeps track of the checks that the adjuster issues and ensures that check data is secured.

Guided through a series of screen prompts, the adjuster enters the data in a few minutes and previews the check before printing it. At the end of each day, the information is uploaded through the SAP business application program interface (BAPI) to the SAP insurance solution running on a centralized server and posted to the Allstate legacy claim system.

The collaborative effort moved quickly. Allstate and the SAP Global Solution Center first created a detailed functional specification document comprising narratives and diagrams of Allstate's business requirements. The center's development team then codesigned and programmed the solution. Allstate and the SAP Global Solution Center tested the code together to refine the final product.

"I was very impressed with the functional specification process," says Joe Raphael, senior manager at Allstate. "The Global Solution Center really worked hard to understand what Allstate wanted, right down to the 'atomic' detail of what we were doing. This ensured that, when its development and system architects sat down in a white-board room, they knew what to design to meet our specifications. Another success factor was the iterative and interactive nature of the testing process. The Global Solution Center also turned around fixes quickly. At one point, we were getting new releases within 24 to 48 hours of submitting change requests."

"This application is designed to be used in the field, in front of a customer. It must be easy to use, fast, and secure."

Jim Walters, director at Allstate

STRONG USER INVOLVEMENT

Allstate made sure the field adjusters who would use the system were heavily involved during the design and testing phase.

"Allstate did the majority of the testing," Raphael says. "During prototyping, we had local claims adjusters preview the application and provide constructive feedback, user requirements, and system usability suggestions. The Global Solution Center then made real-time changes to the application, based on the feedback from the adjusters."

Allstate credits the SAP Global Solution Center's business model and development methodology, along with the user involvement and user-focused design requirements, for the success of the project.

"With the Global Solution Center, you have the opportunity to work with developers and solution experts day in and day out, answering questions, looking at screens, and getting on the system," Raphael says. "You introduce

real users to the process and show them screens as they're being developed. I think this is a powerful business model for the Global Solution Center: SAP is able to stay personal with its customers and to work very closely with them to ensure that what is built hits the intended target."

The proof is in the enthusiasm of Allstate's claims adjusters.

"Our users love this product and can't wait to get it," Walters says. "We are piloting it right now in three cities. We're getting calls from field managers, saying, 'We heard about this product from the people using the application. When can we get it? When can we deploy?'"