



CASE STUDY

Australian
Health Insurance

TRUE TO YOURSELF REPORTING

“The BizCubed team has helped our organisation get our operational costs to less than 50% of the industry average.” John Braithwaite - Director



Corporate Description:

Australian Health Insurance is part of the IMAN Group which since 1981 has provided comprehensive health insurance for Temporary Residents sponsored to work in Australia. Members are supported with 24 hour emergency medical assistance services. The leading provider of 457 visa holder health insurance has been aggressively pursuing an open source strategy to allow it to continuously improve its business processes and profitability.

Problem Statement

As Australian Health Insurance has grown it has been surprised at the high cost of business applications for the medium sized businesses. The Director John Braithwaite has been a keen follower of technology since the second commercial computer arrived in Australia. Mr. Braithwaite realised early on that open source could provide him with a significant competitive advantage in terms of costs in the marketplace as well as increased flexibility.

Solution Overview

As part of the Australian Health Insurance businesses overall open source technology strategy Pentaho was selected to provide a high level view of their information. The Pentaho tools bring data together from SugarCRM, and AusHealth member and claims solution, into a PostgreSQL data warehouse. The data warehouse provides a whole of business view allowing the management team to more effectively control their risks and ensure that their business is profitable.

Engagement Process:

The BizCubed team worked with the management team at AusHealth in a comprehensive Business Intelligence workshop allowing us to understand exactly where in their business process reporting would be valuable and most effective. From that level of understanding we were able to deliver a suite of reports that not only helped the management team, but helped the business operationally as well.

Outcomes:

- Operational costs that are more than 50% of the industry average
- Single view of their operation in real-time
- Improved ability to manage the financial risks and compliance for their organisation
- Rapid deployment of new reports to support changing business processes
- Ability to meet strict ASIC requirements now and moving into the future
- Capability to scale the organisation without the “growth” penalty of software licensing