

## Innovative ways to manage risk



### ACE Group

#### ACE Worldview<sup>SM</sup>

[www.acegroup.com/gps](http://www.acegroup.com/gps)

Risk managers with global insurance programs have a solution to the historical problem of quickly accessing far-flung details on their coverage and exposures.

ACE Group's Web-based portal, ACE Worldview<sup>SM</sup>, provides a window into key aspects of multinational insurance programs that can be viewed anytime from a desktop or laptop computer.

The system's value in addressing a risk management concern has earned it a 2011 Innovation Award from *Business Insurance*.

Launched last year, Worldview is a multiyear effort that produced a system allowing risk managers and brokers to access much of the information related to a policyholder's multinational programs that traditionally was kept only on ACE's internal systems, said Timothy Benson, Wilmington, Del.-based Senior Vice President with ACE's multinational client group.

Worldview users can access local policies and insurance certificates, ACE's proprietary research tools also used by its staff, claims bulletins, the insurer's loss information system and other information.

Various applications and reporting tools allow risk managers to track policy issuance, run custom reports, review status comments and set email alerts to be triggered when activities related to the account occur.

Worldview is used by more than 150 multinationals and their brokers.

The system gives risk managers "instantaneous access to policies in all multinational programs at the touch of a button," Mr. Benson said. There can be dozens of policies for some multinationals, he said.

"If you had asked me to gather policies for 40 countries, it could have been a three- to four-month exercise" before Worldview was developed, Mr. Benson said. "Worldview provides instant access."

Using the system is easy for risk managers and brokers who don't need to access it daily, Mr. Benson said.

"That was one of our main goals, because we know users are not going to be in it every day to check the programs," he said. "But when they need it, they can go in and, with two or three clicks, find their policy, print it, save it" or perform other tasks, Mr. Benson said.

ACE expects to expand Worldview to its domestic accounts in about a year, giving risk managers and brokers the same access to information that is available to multinational clients, Mr. Benson said.

Worldview gives users contact information for the U.S.-based team involved in their multinational programs.

In about three months, it will be expanded to provide the same information for every ACE office involved in a multinational program—regardless of where it is located in the world, said Mr. Benson.

"Business doesn't begin and end at 9 a.m. and 6 p.m. Eastern time," said Mr. Benson. "Risk managers can get a call at any time of day" on a problem they need to address, and that's when they need contact information for the ACE team where their risks are located, he said.

—By Michael Bradford



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