

Mutual Benefit Group Deploys Accenture's Software to Improve Insurance Claims Efficiency

Written by Australian Business

NEW YORK--([BUSINESS WIRE](#))--Accenture (NYSE:ACN) announced today that Mutual Benefit Group, a personal and commercial lines insurance provider based in the United States, went into production with [Accenture Claim Components](#). Mutual Benefit chose software from Accenture to improve efficiency in handling and paying claims by automating certain claims processes and enabling sharper focus on value-adding activities. The software was implemented jointly by Accenture and Mutual Benefit and is integrated into the insurer's existing [Accenture Duck Creek Policy Administration](#) system, ensuring a seamless transfer of information between underwriters and claims adjusters.

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"Taking care of our customers' claims is a top priority, so we identified key areas that could be improved by transforming some current claims operation functions," said Mark Russell, Vice President of Claims, Mutual Benefit Group. "Our successful implementation of [Accenture Claim Components](#) is a result of the coordination and hard work by Accenture and Mutual Benefit teams. We expect to reap the benefits of modern technology in improved customer service and lower costs, as well as improve operational efficiencies through integrations with existing [Accenture Duck Creek](#) software."

"We are proud to help Mutual Benefit Group deliver efficient claims processes and improve their customer experience through our modern software capabilities," said Michael A. Jackowski, global managing director of Accenture Software for P&C insurance. "The implementation of [Accenture Claim Components](#) at Mutual Benefit Group demonstrates how Accenture brings leading, affordable technology to mid-size insurance carriers in order to improve their processes and customer service."

Accenture's industry-leading policy, claims and billing software offers carriers an integrated suite of software with modules that can be implemented individually or as part of a broader migration strategy. The combined software helps insurers of all sizes to benefit from a flexible suite of property & casualty (P&C) software to configure products, transact lines of business and process claims.

About Mutual Benefit Group

A regional property/casualty carrier based in Huntingdon, Pennsylvania, Mutual Benefit Group provides a full line of commercial and personal insurance coverage. It serves 85,000 policyholders in Pennsylvania and Maryland through a network of 250 independent agents. Comprised of member companies Mutual Benefit Insurance Company and Select Risk Insurance Company, the Group reported premium writings of \$108 million and consolidated assets of \$199 million in 2012. Founded in 1908, Mutual Benefit Group is rated A- (Excellent) by A.M. Best. Since 2004, the firm has consistently ranked as one of the top three carriers on the Insurance Agents and Brokers biannual Company Satisfaction Index Survey. Mutual Benefit was named one of the Best Places to Work in Pennsylvania every year since 2009 and has been listed among the top 100 businesses in the region by *Pennsylvania Business Central*.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 266,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$27.9 billion for the fiscal year ended Aug. 31, 2012. Its home page is www.accenture.com.

Accenture Software combines deep technology acumen with industry knowledge to develop differentiated software products. It offers innovative software-based solutions to enable organizations to meet their business goals and achieve high performance. Its home page is www.accenture.com/software. For P&C Insurance software, its home page is www.accenture.com/pcsoftware.

Accenture's P&C insurance software is part of [Accenture Property & Casualty Insurance Services](http://www.accenture.com/property-casualty-insurance-services).

By applying its extensive industry knowledge to continuously enhance its software, Accenture helps insurers reduce operating costs, and drive growth through better customer interaction and product innovation.

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