

MARSH

Marsh Inc.
Mexico City, Mexico
www.marsh.com.mx

Industry:

Insurance

Annual Revenue:

US\$5 billion

Employees:

24,000

Oracle Products & Services:

Oracle Database Enterprise Edition
Oracle Application Server Enterprise Edition

“Modernizing and updating our technology platform to Oracle Database Enterprise Edition and Oracle Application Server Enterprise Edition enabled us to improve all our administrative accounting procedures. We’ve achieved higher levels of information reliability and accelerated the time required to issue policies by 30%.” – Rafael Caballero, IT Regional Manager, Marsh Brockman & Schuh - Mexico

Marsh Inc. Updates Its IT Platform and Accelerates Policy Issuance Time by 30%

Marsh Inc. is the worldwide leader in risk and insurance consulting, operating in more than 100 countries. Marsh started operations in Mexico more than 45 years ago, under the name of Marsh Brockman & Schuh. Its Mexican clients include large national, multinational, European, Asian, and U.S. companies. Business Insurance has named Marsh, Inc. the year’s leading risk and insurance consulting company for 38 consecutive years.

Challenges

- Modernize Marsh Brockman & Schuh’s IT platform to improve operational and administrative efficiency in an increasingly competitive and tight insurance market
- Centralize accounting information to accelerate transactions and access to critical business information for quick decision making
- Automate back office procedures to accelerate the company’s administrative cycle and its processing of policies to improve competitiveness
- Reduce the number of access codes to give authorized users easy and quick access to critical information

Solution

- Updated the company’s IT platform with support from Metalink, improving operating efficiency in issuing policies and administering accounting procedures
- Centralized accounting information with Oracle Database Enterprise Edition, improving internal communication among the company’s 17 Mexican offices and facilitating timely decision making
- Automated administrative procedures, accelerating time required to issue policies by 30%
- Accelerated daily financial close from three-to-four hours to 20 minutes
- Accelerated monthly financial close from five-to-six hours to 30 minutes
- Facilitated authorized users’ access to critical business information, cutting the number of access codes in half
- Established an easy-to-replicate technology model for other countries in the region, ensuring operating continuity