

International Medical Group Case Study



Web access to information and functions improves services and helps company maintain competitive edge.

Overview

International Medical Group® (IMG®) is a worldwide leader in designing, distributing, and administering global healthcare insurance benefits. IMG's international reputation for excellence has been established by offering and providing medical, life, and disability insurance products and administrative services to individuals, families, and groups in more than 150 countries. Since 1990, IMG has served over 500,000 clients worldwide including vacationers, business executives, missionary groups, entertainers, Fortune 500 companies, schools and universities, expatriates and local and third country nationals. Based in Indianapolis, Indiana, IMG also maintains a European service center in the United Kingdom.

Challenge

Several key insurance administration functions could only be handled by IMG employees at the request of insured clients or agents. IMG wanted to give clients and agents the ability to access information and perform administrative functions online. In addition, changing competition in the market dictated greater service. Clients and agents needed the ability to search for physicians, check the status of claim submissions, retrieve explanation of benefits, read announcements pertaining to a group or certificate, post messages and retain certain certificate documents. With an international client/agent base, documents, services and processes had to be customized to varying degrees to fit different segments based on nationality and geographic location. As they traveled around the world and to remote areas, getting services, accessing

information and communicating created more challenges for IMG.

Solution

Quest took the components of IMG's core internal functions and extended them to clients via the Internet, handling back-end and front-end development. This involved extensive business analysis, requirements rewriting, use case analysis, database and technical designs and delivery of code. Because of IMG's international base, Quest tackled diverse business requirements and a more complex set of policies — individual and group. On the back-end, Quest developed core modules in the policy administrative system, designed the architecture, handled business analysis and conducted system training. On the front-end, Quest designed the look and feel of the site, ensuring integration with IMG's branding.

Results

Quest developed the foundation for IMG's website called, MyIMGSM. IMG continues to add functionality and maintain the site. MyIMG provides international clients and agents online access to easily manage their account information at anytime from any location. The site is available through www.imglobal.com after clients create a profile. Not only were IMG resources freed, clients and agents were also pleased with the accessibility. As a result, the company is poised to remain competitive in an ever changing industry.

Technology

Microsoft Visual Studio 2005; Microsoft SQL 2000

> About Quest

Quest, an Indiana based company, is a leader in custom software development, software management, government solutions, IT services and consulting. We satisfy the full range of application needs through comprehensive life cycle services, connecting information, systems, people and processes. Our expertise has resulted in consistent delivery of mission-critical applications that align business software with business strategy. Quest's status as a Microsoft Gold Certified Partner, successful projects and satisfied clients attest to our ability to provide unique solutions to complex problems.