

The nice thing about working with SVA is they took the time upfront to understand really globally, what we were trying to do. The team that we had on day one is still a team of working with today, and that's been very valuable in my opinion. I'm Chad Carl's, I'm a principal and consulting actuary with Milliman. Milliman has been around since 1947. We're the largest independently owned actuarial and consulting firm in the world. We've got about a billion dollars in revenue now, 3,500 employees, offices in all the principal cities around the world. And so within the property casualty sector we're noticing that those litigation based costs were going up significantly for our clients, at a much higher rate than the rate that they're paying out for their on behalf of the claimants. In trying to help our clients understand why their costs were going up, we noticed you know that most of the costs come from attorney invoices. So we began collecting attorney invoices electronically through this product we built called Milliman Datalytics Defense. And what that does is it captures the attorney invoices electronically and then it deploys some pretty advanced and proprietary text mining algorithms to turn that attorney invoice information, that unstructured information, into structured data. So we had lots of very detailed, very granular, very good information that we wanted to share back with our clients but the issue we're having is, we needed to somehow effectively communicate that back to them. We really needed a back-end enterprise data warehouse to help facilitate this process for us. I really am not in the business of you know building out a data warehouse. Our business is to help our clients understand their defense costs. So since I'm not in the business of building our data warehouse, I needed to get that expertise.

The idea was to identify best practices across their various roster of law firms and really build a better practice of claims defense. Now in order to do that, we needed to take this very detailed and granular data and and summarize it in a data warehouse so we could effectively and efficiently really pull that data back inside of our application and report that back to the various dashboards. Very direct measurable results from some of our clients. They have taken actions off of this data that they would not otherwise have taken. And they tell us that and some of our clients have definitely reworked their roster defense firms and in so doing, have have realized millions of dollars of savings. And that that, those numbers come from them. They've identified those savings for us and have suggested as such.