

ALD Automotive: CGI's Globalis application

ALD AUTOMOTIVE

Paris, France

Online:

www.aldautomotive.fr

Industry:

Insurance

Employees:

750

"We now have an open tool that is efficient and allows us to significantly increase our claims management activities," concluded Bernard. "We also plan to study the possibility of extending the use of this tool to other subsidiaries of the ALD Group."

Bernard Vanneste, President and CEO, ALD Automotive

ALD Automotive specializes in the financing and management of automobile fleets. It offers its customer a variety of products, such as long-term leasing, financial leasing, leasing with option to buy, and fleet management. Wholly owned by Société Générale, ALD Automotive manages a fleet of 107,000 vehicles in France, making it the third largest in this market. It also ranks among the top four European leasers, with a fleet of 330,000 vehicles.

The Challenge

As a response to an internal request by the insurance department to improve the company's existing claims management system, ALD Automotive partnered with CGI to provide a long-term solution to its claims management needs. The new application had to be upgradeable, integrated into the existing environment (AS400 with DB2 database), and would not necessitate a dramatic or expensive change to the company's IT system. Finally, the new application needed to be more user-friendly and configurable than applications generally used under AS400.

How CGI Helped

ALD Automotive selected an application developed by CGI and based on the existing Globalis program. CGI began with an analysis of ALD's claims management needs, and then used the EDIFICE methodology to guide the project. This method, combined with the Globalis application, saved the project team considerable time.

The Results

CGI's Globalis solution was developed and fully integrated into ALD's system within six months, just in time for the signing of a large fleet management contract and an increase in claims management activities. Additional benefits include:

- Quick and efficient training of claims management staff
- Corrective and evolutionary maintenance of contracts
- Quick correction of irregularities

The bottom line: CGI's Globalis solution provides ALD Automotive with a user-friendly, open tool that allows for the efficient management of insurance claims.