

# Vhi Healthcare: GIOS solution

## VHI HEALTHCARE

Dublin, Ireland

**Online:**  
www.vhi.ie

**Industry:**  
Insurance

**Employees:**  
800

*“GIOS is a highly functional solution, developed specifically for the insurance industry. It brings us increased flexibility and is easily customized, which is vital to us moving forward.”*

John Creedon, IT Director, Vhi Healthcare

Since 1957, Vhi Healthcare has been providing health insurance for people throughout Ireland. Currently providing for the health insurance needs of nearly 1.6 million people or over 40% of the Irish population, Vhi Healthcare has become the market leader for health insurance in Ireland with more than 80% of the market share.

### The Challenge

To sustain its position as Ireland’s premier health insurer, the Vhi Healthcare is continually adapting to market competition and ensuring its customers receive the ver best the industry has to offer in terms of both service and product.

With administration cost ratios that are regarded as among the lowest in the industry, at typically around 8-9% of premium income, one of Vhi Healthcare’s greatest challenges is to find new ways of further improving the efficiency levels of its aging IT systems.

After a thorough review Vhi Healthcare discovered that one product, GIOS (Global Insurance Open Solution), was far more advanced than the competition in terms of architecture, design and compatibility. Vhi Healthcare was also impressed by CGI’s experience and knowledge of both the Irish insurance market and the health insurance business.

### How CGI helped

CGI recommended the joint undertaking of an initial business analysis study to clarify the insurer’s requirements and identify any unique Vhi Healthcare needs. The study was completed within four months. Using the finding as a basis, the two companies entered into a contract to produce a GIOS template that would not only fully achieve Vhi Healthcare’s specific requirements, but would also satisfy the needs for the healthcare marketplace in general.

### The results

The scalability within GIOS now gives Vhi Healthcare the ability to further fgrow its business. The data structure and process model of GIOS guarantees improved service and other benefits:

- Real-time billing
- Automated processes
- Improved holistic view of entire business chain

The bottom line: The new solution also seamlessly integrates with the company’s existing legacy claims systems to ensure Vhi Healthcare meets its business needs and is prepared for future growth.