

# WORKERS COMPENSATION BOARD – ALBERTA



## “THE RETURN ON INVESTMENT IN COGNOS METRICS MANAGER IS GOING TO BE MEASURED IN MONTHS.”

DIRK SMITH, DIRECTOR OF PROGRAM DEVELOPMENT AND RISK ASSESSMENT  
THE WORKERS' COMPENSATION BOARD – ALBERTA

### WORKERS COMPENSATION BOARD RECEIVES HUGE PAYBACK FROM COGNOS BI

The Worker's Compensation Board – Alberta (WCB) is a not-for-profit mutual insurance corporation funded entirely by employers. It provides cost-effective liability insurance to 1.5 million workers and 105,000 employers. Throughout the year the WCB handle thousands of claims, involving millions of transactions, for workers in the province of Alberta.

#### CHALLENGES FACED

Every three days a worker dies on a job site in Alberta, Canada, and every 3.5 minutes another is injured. For organizations like WCB, this statistic underlines the

critical need for fast, accurate information processing and management of workers' claims.

Prior to implementing Cognos, the WCB relied on hard-coded reports. These reports were expensive to produce and very limited in terms of the kind of information they could provide at a managerial level. While these reports provided transactional detail, there was no ability to drill down to look at key performance indicators (KPIs) or major cost drivers in any way beyond traditional static, list-style formats.

To tackle this issue, the WCB implemented a Cognos solution to interact with its Linux-based data warehouse environment. With Cognos Series 7 running on Microsoft NT, the WCB has deployed 25 web-enabled data cubes that generate over 150 different reports, including with various ad hoc reports. In an industry where timeliness of information is essential, this information is now only mouse clicks away. Staff can now interact with the data and explore it in the way most meaningful to the organization, its departments, and their customers.

The WCB has also implemented Cognos Metrics Manager, a dynamic scorecarding solution that enables organizations to actively monitor, analyze, and report at every level of the business. Cognos Metrics Manager helps the WCB build a hierarchy of performance measurement and communication starting from the executive group, down to directors, managers, and supervisors.

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##### *Challenges Faced*

- Expense of generating hard-coded reports
- Lack of real-time visibility into cost drivers and trends
- Desire for balanced scorecarding and better analysis of business metrics

##### *Benefits Realized*

- Comprehensive reporting and analysis throughout the organization
- Better decision-making and corporate performance management capabilities
- Faster claims processing

##### *Cognos Solution*

- Cognos Series 7
- Including PowerPlay, Impromptu Web Reports, NoticeCast, and Cognos Metrics Manager
- Front end to Linux-based data warehouse



THE NEXT LEVEL OF PERFORMANCE™

“Cognos Metrics Manager has helped us change the culture of our organization, to create real outcome-focused behavior,” said Dirk Smith, Director of Program Development and Risk Assessment, Workers Compensation Board – Alberta. “It fits the culture of our organization in terms of furthering our ability to use data to communicate across the organization and enhance our corporate performance management initiatives.”

### **BENEFITS REALIZED**

With Cognos BI, WCB can today analyze trends and more effectively manage the corporation’s \$900 million in annual revenues, as well as its costs. “What we’re really seeing is a lot more depth of information,” says Dirk. “We have noticed a real shift in our ability to measure, manage and act on data in a more timely manner.”

One of the key successes Cognos Series 7 has garnered is in the area of registration for first payment. The ability to process a claim and make a payment within the first two weeks of receiving it is a major driver of customer satisfaction for the WCB. After implementing Cognos Series 7, the WCB actually hit 79 per cent registration for first payment at the end of 2002, and in January 2003 one claims team reached 100 per cent.

With the addition of Cognos Metrics Manager, the WCB anticipates a full return on investment in a matter of months. “We know that 20 per cent of our claims account for 80 per cent of our costs,” explains Dirk. “The better job we can do at measuring and managing metrics associated with that 20 per cent, the better off our overall business will be. Through the use of Cognos, we see amazing impact on some of our key business metrics.”

Cognos Metrics Manager will enable WCB to effectively monitor corporate performance with the ability to drill down into detail, linking strategy, people, and performance to ensure that all employees are working toward common corporate goals that are measurable. “In the past we depended on Cognos to keep us out in front of the other boards in Canada,” says Dirk. “With the addition of Cognos Metrics Manager we will truly solidify our position as a leader in our industry.”



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