



At a Glance:

Industry

- Reinsurance

Challenge

- Staff in 50 offices in 27 countries requiring Policies and Procedures training and updating annually.

Solution

CONFORM tailored and implemented as KNOW-HOW, delivering:

Proof and certainty that staff have received, read and understood policies and procedures thus,

- Reducing Risk from damage to reputation and financial loss (fines)
- Providing evidence of good Governance, Best Practice and Compliance
- Reducing time writing, printing and sending policies
- Enabling comprehensive staff testing on the understanding of rules and regulations (internal and external)



Hitec Provides Benfield Group with Know-How.

As the world's leading independent reinsurance and risk intermediary, Benfield offers a range of services associated with the structuring and execution of insurance, reinsurance and other forms of risk transfer. The Group's customers include many of the world's major insurance and reinsurance companies as well as government entities and global corporations.

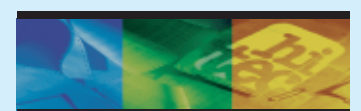
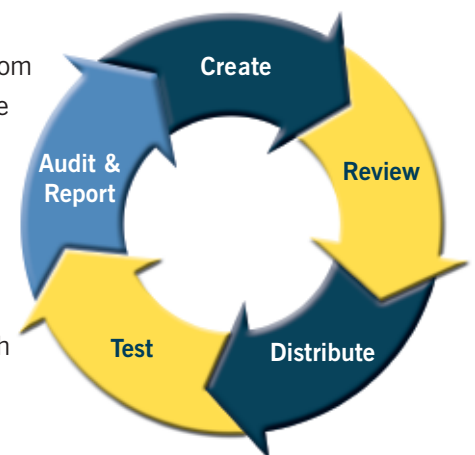
The Challenge

Companies operating within the financial marketplace, insurance and banking are subject to intense regulation. Ensuring compliance is important, but can be a burden to an organisation, as Andy Ward, Team Leader responsible for Information Security at Benfield was aware. "Part of my team's remit," he explains, "is to make colleagues aware of information security issues and educate people on managing corporate data in line with our policies and regulations such as the Data Protection Act." Reaching over 2,000 Team Members at more than 50 geographically diverse offices with face-to-face training each year proved costly and difficult. An alternative solution was required. Having defined requirements around the themes of compliance, collaboration and education elements, six software suppliers were invited to present their solutions. "We weighted our requirements," Andy explains, "and we scored each supplier's product according to merit."

The result was that Benfield selected CONFORM™ from Hitec Laboratories. "CONFORM offered us the baseline functionality we were looking for," says Andy "we were impressed by the questionnaire / survey module and the fact that Hitec was happy to tailor aspects of the solution to meet our requirements – especially the name." CONFORM was re-badged as Know-How and its appearance tailored to match Benfield's corporate style.

The Solution

Regulatory bodies such as the Financial Services Authority (FSA) require that policies & procedures are in place and communicated. Companies are advised to provide documentary evidence that key information has been securely communicated, received and understood.



HITEC (LABORATORIES) LTD.

Hitec Laboratories' solution, CONFORM, provides certainty along with evidence to senior management, Regulators and Auditors that statutory compliance, internal operating procedures and best practices are accurately distributed and communicated, and that employees' competency is measured and enhanced.

Acceptance is an important feature of any software innovation within Benfield. Andy explains that his team took a "long-term approach to its introduction, because we knew we would only have one chance to get it right." The solution was introduced to Team Leaders in London, and over ten weeks existing Internet and email policies were republished as guidance in the form of Do's and Dont's. Andy explains, "As the documents have to be read and confirmed as read by the reader, we could see that, very quickly, 60% of our Team Members receiving the documents had opened and read them. We are working on ways to increase that figure to ensure coverage and acceptance of Know-How across the entire Group."

Know-How delivers benefits to Benfield at a number of levels. There is a need to distribute regular updates of information around the Company's global operations and Know-How gives Benfield the ability to do this in a cost-effective and timely manner. Team Members do not have to leave their desks to attend face-to-face briefing sessions, they can refresh their knowledge at any time and at their own pace. The Company's Executive Committee is satisfied that the application is in place and working for them, providing important intelligence about the standards of compliance across the organisation.

The Future

Benfield is looking to implement the survey and questionnaire functionality in order to enhance Business Impact Analysis for its continuity planning. This will help to capture the structured information required to properly prepare for potential disasters. At present, Andy Ward considers the Hitec solution to be a good, workable application that is delivering benefits. It is, he says "a good, solid tool at its base."

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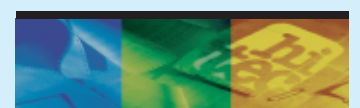
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