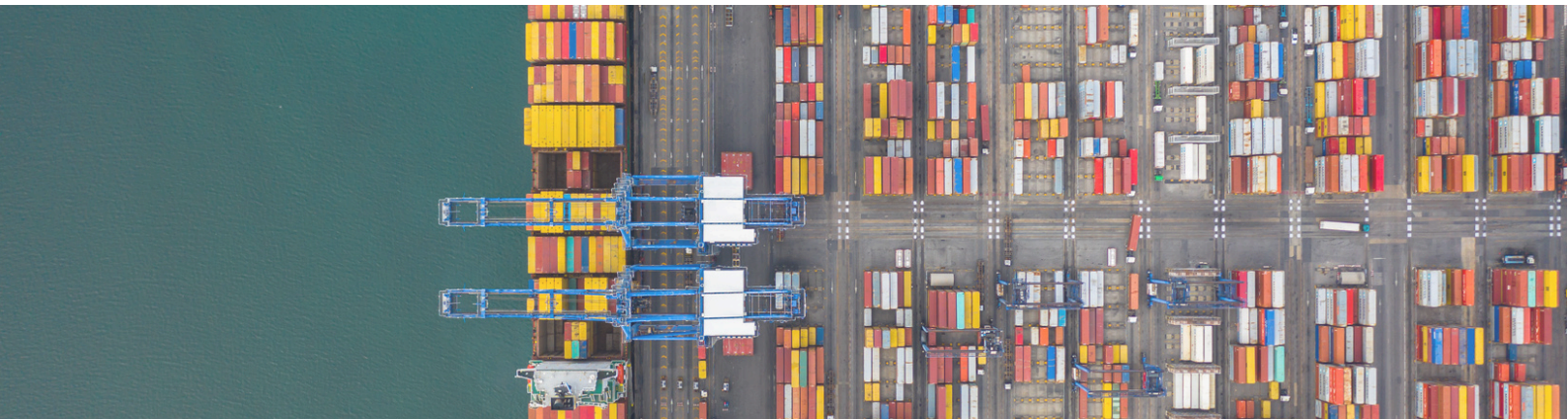


USING MAIL & DEPLOY TO AUTOMATE COMPLEX REPORTING AND IMPROVE EFFICIENCY



READ HOW CLIMBER HELPED INSURANCE COMPANY TT CLUB TO IMPROVE ITS REPORTING WITH MAIL & DEPLOY

THE CHALLENGE

TT Club is a global, market-leading independent provider of mutual insurance and related risk management services to the international transport and logistics industry. Established in 1968, it now insures 80% of the world's maritime containers and has over 20 offices worldwide.

Data underpins every aspect of TT Club's service, from specialist underwriting and claims management to risk and loss management advice. Access to real-time data and timely and accurate reports are essential for it to serve its Members and meet complex regulatory requirements. It reports on claims, underwriting, credit control, finance and much more to internal and external stakeholders.

TT Club in the UK had been using Qlik for data and analytics for over a decade, along with Qlik® NPrinting for reporting. In 2023 it began migrating to Qlik Cloud, which meant Qlik® NPrinting would no longer be compatible.

The business also wanted to stop spending significant sums on Robotic Process Automation (RPA) to send more advanced reports to external stakeholders. With just two months to find an alternative solution, the team approached Climber for support.

THE APPROACH

The Climber team recommended Mail & Deploy for its enhanced features, scalability, and improved user experience. It can connect to multiple deployments of Qlik (on-prem and Cloud) and to direct sources such as SQL Server, without needing to load data into Qlik.

As a global, financial services company, TT Club's centralised IT team had to approve the move to Mail & Deploy. They wanted to understand the technical aspects of the solution to ensure it would adhere to stringent compliance requirements. As the local TT team didn't have the solution knowledge required, Climber were on hand to answer all their questions.

CUSTOMER SUCCESS STORY

"Climber were happy to jump on calls and answer technical questions about things like servers and connectivity to help us get the approvals we needed to move ahead. So although from our side there was a long process to get the go-ahead, Climber's part was very smooth."

Kavilan Naidoo, Business Information Analyst, TT Club

To speed up the deployment, we also arranged for Mail & Deploy to create a proof of concept (POC). This showed that the company could make significant savings by incorporating automation within the solution.

"We sat down and looked at the RPA that was currently in place. Within an hour, we managed to replicate it as a POC within Mail & Deploy's environment. So, when the deadline came around, it was quite easy to just move across."

Darren Trippett, Head of Business Planning, Data and Insight

While the solution was being developed, we also arranged training for the team directly with Mail & Deploy. They used a POC report, based on similar data, to explore in the training sessions. This helped to get the team up-to-speed quickly so they could start issuing reports as soon as the solution was deployed.

"We still have some training sessions left that we agreed at the start. This gives us a lot of confidence because we know that if we run into any issues with certain reports we can focus on them in the training. The sessions are also really useful for making us aware of functionality that can save us time."

Kavilan Naidoo, Business Information Analyst, TT Club

THE RESULT

Mail & Deploy on Qlik Cloud is helping the TT Club team to improve the efficiency of reporting, such as sending out extracts of taxes across multiple jurisdictions. This is helping to free up peoples' time, while the automation is serving to minimise human error.

WE CAN HELP YOU

If you want to transform your reporting with Mail & Deploy, talk to us.

Alex Booth, Business Development Manager
alex.booth@climberbi.co.uk
+44 203 858 0668

Let's start Creating Intelligent Business today!

Creating Intelligent Business

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