



## Helping a government entity develop and manage an urgent capability in record time.

### **Operate** | Tech and Cyber

#### **The client's challenge**

Throughout the COVID-19 pandemic, Deloitte was relied on by clients across industries to quickly and seamlessly build new capabilities from the ground up—and then operate them—so that organizations could focus on delivering their core services.

Following a public policy decision in relation to COVID-19, our client—a government entity—was tasked with delivering paid infectious-disease emergency leave for its workforce. The organization approached Deloitte to design, build, and operate a fully managed, end-to-end solution for processing reimbursements to at least 300,000 employers.

#### **Our solution**

We designed, implemented, and now operate a cross-disciplinary claims management solution, built around Deloitte tools, technology, processes, and governance. The solution was centered around the following business capabilities:

- A central employer portal for managing claims
- A streamlined process for claims settlement
- Secure payment processing through bank account validation and bank payment e-transfers
- Robust fraud management protocols

160,000 requests submitted by employers through the claims intake portal benefited 510,000 of their employees.

#### The outcomes

##### Delivered results, fast

- The solution was implemented in record time. An employer portal launched in three weeks, and end-to-end processes in eight weeks, surpassing the client's expectations.

##### Driving innovation through automation

- Claims processing is automated with less than 5% requiring manual adjudication.

##### End-to-end case management

- Deployed a fully integrated solution, connecting multiple applications, tailored to the client's use case and brought to life through our people and processes.
- The platform supports the entire process, from claims intake through to payment to the employer.

##### Quick and precise design capabilities

- We provided immediate improvements to the claims intake process by installing an employer-tailored portal while we worked on the full program.
- Extensive integration is required to support this type of architecture and through our knowledge of best-in-class claims management processes, we delivered a platform that was fit for purpose and got it right from the start.

#### Contact



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## Introducing Operate

Move beyond conventional outsourcing models and into an environment where you operate with agility and control.

From cybersecurity and tax compliance to custom application creation, our unique portfolio of Operate services allow you to perform and innovate continuously, accelerate growth, and manage risk with confidence.

Organizations are looking to grow and innovate. Disruptive new technologies are both making and breaking them. With sought-after skills often scarce and evolving legal and regulatory environments often challenging, it's hard to keep up, let alone respond to the pace of change that's reshaping business today.

Deloitte offers you a new way to embed a continuous advantage: by delivering the right combination of hard-to-source domain and industry talent, technology, and transformation know-how where they're needed most. Even as your needs change.

