



Millbrook's mission is to provide the property & casualty insurance industry with the information based products and services necessary to improve their overall business performance by increasing revenues, driving down claim costs and increasing profitability. Millbrook is not a software vendor but more of an “Information Partner” to its insurance company customers.

The insurance industry is critically dependent on the availability of reliable and insightful information. Insurers are demanding that new and expanded information access provide them with the capability to improve their product excellence, claims costs, pricing accuracy, customer service and distribution efficiency and effectiveness. Millbrook's solutions make these goals achievable.

Millbrook's information solutions can be broadly defined as “Business Intelligence” (BI). Reviewing the insurance value chain confirms that BI can play a crucial role in almost every aspect of that chain. It helps to identify the risks that are profitable and those that are not and analyzes the reasons for customer attrition. It helps the insurer better manage its agents and sales force and improve the effectiveness of actuarial and underwriting functions. BI forms the most critical component of claims management, helping in fraud selection and allowing precise drilling from high level alerts to detail layers to better analyze and understand developing trends and patterns. BI tools help insurers provide crucial information to corporate clients, which go a long way in cementing the insurer's relations with those clients.

Millbrook is proud to provide the Millbrook Information Suite (MIS) to the property and casualty insurance industry. The evolutionary result of many successful live deployments, MIS provides a mature, comprehensive, industry specific Enterprise Data Warehouse model, pre-built ETL, a defined set of data aggregates and snapshot marts and a complete user interface that provides proactive performance management tools including Dashboards, Alerts and Key Performance Indicators. Superb, world- class tools are provided in an open and scalable manner for analysis and reporting. All of this is driven by a tested and proven deployment methodology that is the product of the company's unique industry competence and focus and recognizes the need to drive true BI from precise business needs and requirements.

The Millbrook suite of products and services allow insurance companies to employ one, several, or all components, to address their needs in using business intelligence to drive business improvement. With its industry specific models and success in deployment, Millbrook has helped its insurance company customers to successfully convert its information assets to organizational improvement.