Undertaking #12

MPI to advise as to the amount of the optimized adjusting budget and PUB (MPI) 1-75 from the 2015 GRA was allocated to the CARS replacement.

RESPONSE:

Throughout the life of the Physical Damage Re-engineering (PDR) Program, MPI has continually and thoroughly reviewed the overall PDR Program, along with the individual projects' scope, including the associated technology components to achieve the goals in the business case with reduced costs. As a result of this continual review, MPI has found alternative means of attaining the same ultimate business goals, while forecasting to underspend the initial budget.

As stated in _CAC (MPI) 2-51_ and _Undertaking_033_ to the 2017 GRA, the Optimized Adjusting aspect of the PDR Program budget was decreased by $10.1M with the Claims Administration & Reporting System (CARS) replacement being removed from the PDR program scope.

The functionality originally envisioned to be achieved with the replacement of CARS (under the PDR Program) included all of the current CARS functionality, as well as new functionality in the form of a robust integrated workflow engine, ability to support authenticated and non-authenticated self-service, ability to support near-24/7 operation, ability to operate in a browser environment, and alignment with MPI Enterprise Architecture requirements. Collectively these functionalities assist and enhance the entire suite of claims handling functions; not just the ones initially envisioned by the PDR program.

The replacement of CARS has been removed from the PDR program. The CARS replacement is now included with the Corporation's technology refresh initiatives (AOL/CARS Replacement).

Prior to the planned AOL/CARS legacy system replacement, CARS will continue to exist. With the implementation of the Customer Claims Reporting System (CCRS)

Project under the PDR program some major functionality will be replaced/decommissioned, which will reduce the future efforts associated with the AOL/CARS Replacement project. CCRS is expected to provide the following functionality improvements:

- Questionnaire Service will provide the workflow engine necessary for First Notice of Loss (FNOL)
- FNOL Service will provide a customer Self Service capability
- New MPI Contact Centre Agent – FNOL process
- Ability to operate FNOL in a browser environment and mobile platform
- Non-authenticated and authenticated self-service
- Alignment with MPI's Enterprise Architecture