



Maximizing Efficiency for a Berkshire Hathaway Group Company with Data Analytics and Application Development Solutions

Our Journey with Berkshire Hathaway

For nearly five years, we have collaborated with a company within the Berkshire Hathaway family, delivering solutions across a wide range of technologies.

Our commitment has always been to solve business challenges and help our clients achieve a competitive advantage through the strategic use of essential technology platforms.



Transformative Technologies for a Global Flooring Leader

Our client, an organization under the Berkshire Hathaway group of companies, is one of the largest global manufacturers of flooring products, including carpets, tiles, and hard surface products, exemplifying industry quality and innovation.



Product Health Dashboard

A cutting-edge data infrastructure has been implemented, facilitating interactive dashboards for reporting on opportunities and sales for every product.



Claims Management System

Ensured the modernization of the legacy system, adopting a cloud-first approach, aiming to enhance user experience, improve auditability and traceability, and introduce features to expedite processing and enhance scalability.



The Product Health Dashboard

The Challenges

The client faced major challenges during their technology transformation due to:

- 1 Outdated systems
- 2 Inadequate data infrastructure, limiting their access to comprehensive operational insights and real-time analytics support

The Ask

◆ Visualizing Performance: A Unified Platform Solution

Our client requested a new platform to visualize product performance and oversee project health, integrating data from Salesforce and multiple warehouses.

◆ Revolutionizing Data Integration: Unifying Three Sources

They needed a groundbreaking solution that unified data from three sources into a single platform with a consolidated reporting console, marking a historic first for their business.





Our Approach

Korcomptenz surpassed the client's expectations by

- > Developing a bespoke solution with Informatica Cloud's modern data infrastructure
- > Incorporating a big data lake and utilizing a cutting-edge cloud data warehouse supported by Databricks
- > Adhering to industry standards throughout the process
- > Implementing a robust ingestion framework
- > Employing a sophisticated pipeline architecture

The Outcomes



Timely delivery and precision, empowering them to extract value from their critical data.



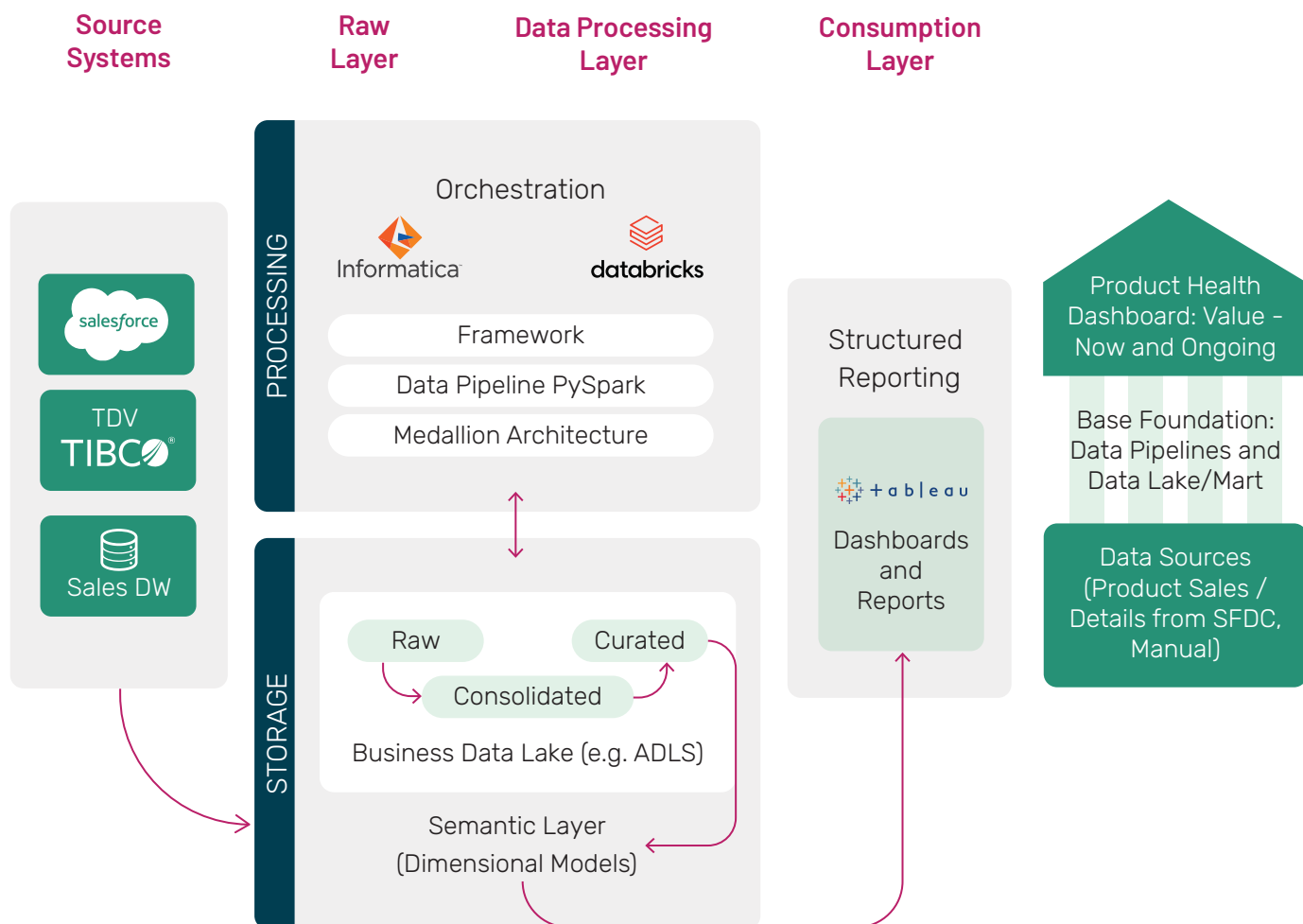
Designed a dimensional model and hosted an array of reports facilitating self-service analytics and comprehensive insights into product performance and operations.



The finalized solution showcases a centralized dashboard and landing page combining a quick overview of overall product performance and essential projections.



This helps the client team in grasping the health of their product portfolio at a glance, facilitating informed decisions regarding their product strategy.



Quantifying Success: The Numbers behind Our Impactful Results

The result was a platform offering invaluable insights into:



This allowed for the smooth integration of data from their Salesforce CRM and current data warehouses.

Increased rapid development and ingestion by

→ **5X**

Improved delivery times for advanced analytics data by

→ **60%**

A reduction in data ingestion expenses by

→ **50%**

Increased actionable ingestion monitoring and alerts by

→ **70%**



Claims Management System

The Challenges

The client struggled with their legacy on-premises Claim Management System due to:

- 1 Outdated programming languages and database structures
- 2 Limited resources for the unique software stack
- 3 Monolithic architecture
- 4 Poor user experience with minimal automation, all of which hampered efficiency and satisfaction

The Ask

◆ Improving Claims Management Efficiency

We were tasked with the implementation of an all-new, cloud-first Claims Management System to address the issues and achieve:

- Easier maintenance
- Reduced staffing challenges
- Lower downtime and increased performance
- Shorter transaction times
- Minimized potential for errors





Our Approach

Using an innovative Design Thinking Process, we ensured:

- > Involvement of core and extended teams that represented over 100 users in the company across several departments including surveys and one-on-one sessions
- > In-depth discussions conducted on system aspects from a user perspective
- > Active engagement with user groups to address unique needs including reporting, integration, and security
- > Implementation of agile, iterative development practices to explore various possibilities
- > Extensive research was carried out across all teams to gather quantitative and qualitative feedback

The Outcomes



Streamlined presentation of claim information on one screen, improving user experience and usability



Modernized user interface, integrating all essential data and functionalities into a unified display



New, improved multiline selection with integrated workflows for claims management



Incorporated advanced features with artificial intelligence and machine learning integration



Class leading digital transformation as a key corporate initiative, mandated by executive leadership



Explored automation possibilities viza detailed functional and technical designs



Identified perfect technology stack for next-gen application, encompassing technology architecture, database engines, and DevOps



Results that Made an Impact

The culmination of our work was a solution that:

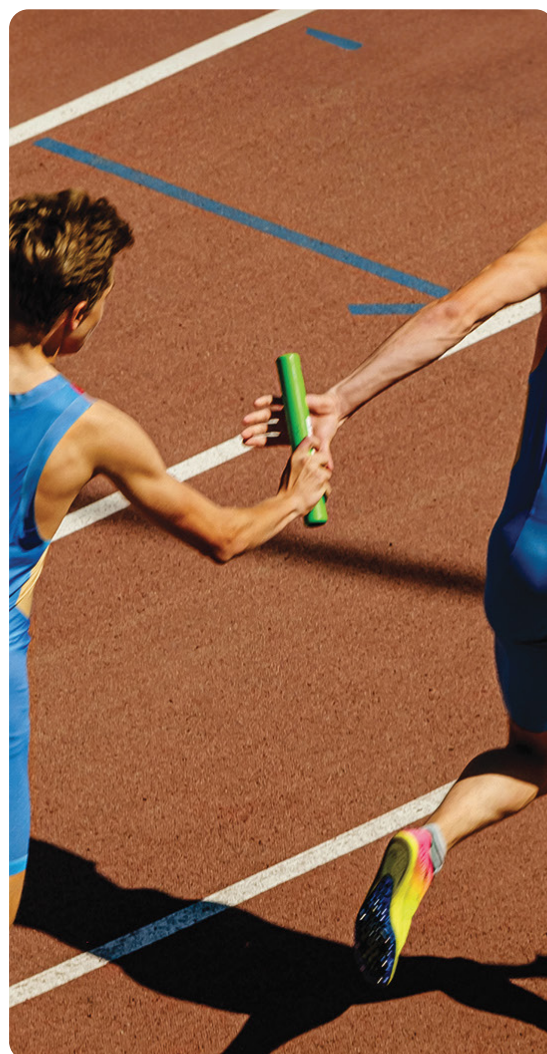
- Enabled improved collaboration among client teams, partners, and systems
- Improved performance, stability, and upgrade speed
 - Sped up claims processing to as little as a single click for relevant claims
 - Empowered Claims Managers to quickly close basic claims without navigation
 - Facilitated complex actions like embedded calculations

Achieved instant savings of **\$383,000**

Reduced the time required to process claims by at least **45** minutes per associate

Expected further savings of **1 to 3** hours as efficiencies optimize and operations grow

Possible total savings of over **\$1.5 million**



Our Deliverables

IT Modernization

Modern architecture for performance, stability, security, scalability, agility, and interoperability

Enterprise Engagement

We provided features for team members outside of Financial Services to take an enterprise view of claims

Customer Experience

We enhanced and streamlined the customer experience by providing faster and more consistent claim processing



About Us

Korcomptenz is a total technology transformation company with over 20 years of experience, providing a distinct blend of consulting services, implementation, customization, and web and mobile application development, alongside continuous support offerings, adding significant value to clients.



Empowering Global Success: Two Decades of Value-driven Expertise

Over two decades of experience in delivering exponential value to our 300+ global customers

Cloud practice includes Microsoft Direct CSP, Amazon Web Services, and Oracle Cloud

Microsoft Gold Partner, SAP, and Oracle Registered Partners, and additional partnerships with multiple best-of-breed solutions

Salesforce Registered Consulting Partner, Kentico and Acquia Partner, Shopify, and Adobe Experience Manager Partner

For further insights into our achievements, reach out to us for a complimentary consultation

Discover how we #FocusOnYou at www.korcomptenz.com

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