



Transforming Claims Management with Data-Driven Solutions

A White Paper by RJAC Gulf Partners

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Executive Summary

Overview

In an era where real-time data is key to competitive advantage, traditional reporting processes can hold companies back — especially in the healthcare and insurance sectors.

This white paper highlights how RJAC Gulf Partners empowered a leading Third-Party Administrator (TPA) in the UAE to overcome critical data challenges, automate reporting, and drive operational efficiency through customized dashboards and automated insights.

Client Snapshot

Our client is a well-established Third-Party Administrator in the UAE, supporting major insurers with claim processing and operational services. The client faced growing challenges in handling large volumes of data, fragmented systems, and a dependency on manual reporting processes.

Challenges Identified

A leading pharmaceutical group operating in the UAE, KSA, and Oman approached RJAC Gulf Partners for a compliant EOSB valuation.

- **Data Quality Issues:** Inconsistent, duplicated, and error-prone data across departments.
- **Lack of Department-Specific Dashboards:** Teams lacked access to real-time, actionable insights.
- **Manual Reporting Bottlenecks:** Heavy reliance on spreadsheets increased errors and slowed decision-making.

Our Strategic Approach

RJAC Gulf Partners deployed a collaborative and phased approach focused on data governance, visualization, and automation.

1. Data Cleaning and Transformation

- Executed comprehensive data cleansing across systems
- Established a data validation framework for incoming claim and operational data
- Built logic to standardize inconsistent data points for reporting consistency

2. Tailored Dashboards

- Designed real-time, role-specific dashboards using QlikSense
- Created department-level insights for claims, finance, and operations
- Enabled performance tracking, financial analysis, and workflow visibility

3. Automation of Reporting

- Replaced manual report generation with fully automated pipelines
- Reduced dependency on Excel and eliminated redundant reporting layers
- Ensured scalable and consistent output for compliance and audit needs

Results Delivered

Improved Data Accuracy

Errors in claims processing dropped significantly due to validated, cleansed data inputs.

Enhanced Operational Efficiency

Department heads could now access real-time visual insights, accelerating internal decisions and task execution.

Scalable Reporting Process

The client saved multiple hours per week through automated reporting, allowing teams to focus on value-add work.

Informed, Faster Decisions

With clear visibility into trends and KPIs, leadership teams could identify bottlenecks and adjust resource planning dynamically.

Strategic Impact

By combining data transformation, business intelligence, and automation, RJAC Gulf Partners enabled this TPA to evolve from reactive to proactive operations — improving not only internal performance but also the value delivered to insurance partners and end clients.

About RJAC Gulf Partners

RJAC Gulf Partners is a leading consulting firm based in the UAE, delivering solutions in:

- Actuarial consulting & compliance (e.g., IAS 19, EOSB)
- Employee benefit structuring
- Business intelligence & analytics
- Digital transformation & automated reporting

We serve insurance companies, TPAs, healthcare providers, and corporates across the Gulf.

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