WSIB Implementation of new Accounts and Claims Enterprise System (ACES)

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Overview

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- Project Governance / Structure

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What is ACES?

- The ACES project, along with other projects, is part of WSIB's Transformation program

  - replaces aging infrastructure and ensures business continuity, operational agility, and scalability of the core systems

- Includes the implementation of a COTS integrated accounts and claims management solution and supporting foundational components e.g. infrastructure, reporting

- The new accounts and claims enterprise system will allow for timely, accurate, consistent and transparent decisions for claims and employer accounts

  - enhanced Return To Work (RTW) and Recovery outcomes

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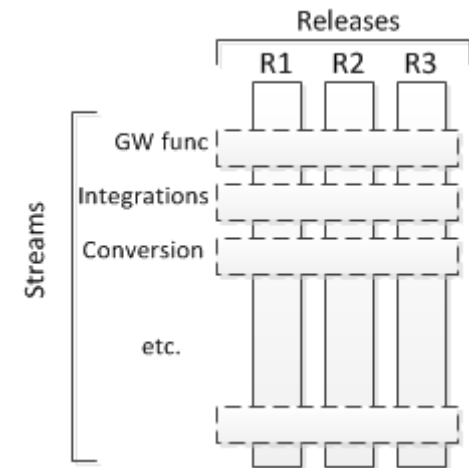
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Timeline

- **Release 1 (April 2014)**
  - the WSIB successfully implemented ACES consisting of GW Policy Center, GW Billing Center and GW Contact Center, to manage accounts for Schedule 2 employers, involving 600 employer accounts

- **Release 2 (Q1 2015)**
  - the second release of ACES is planned to manage accounts for Schedule 1 employers, involving 278,000 employer accounts

- **Release 3 (following Release 2 with completion by the end of 2015)**
  - the third release of ACES, with the implementation of GW Claims Center, is planned to manage claims, involving 8.5 million claims (3M active and 5.5M inactive)
    - implementation of Release 3 will be phased to ensure business and staff readiness & continued levels and standards of customer service

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Project Governance / Structure

- Steering committee set up with senior executives across the organization.

- Provide regular ACES status updates to the Board of Directors.

- Weekly meetings with Project VP Sponsors to review project status, issues and risks. Champions for key decisions going forward of Steering Committee.

- Project Executive composed of senior management involved in the delivery of the ACES Project and who continuously monitor progress and achievements. First point of contact for escalation of risks and issues from project team.

- Release leads whose focus is to produce deliverables and milestones according to the integrated project plan on an overall release level.

- Stream leads who are responsible to manage their delivery teams and produce the required deliverables and milestones according to the integrated project plan on a stream level.

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Key Challenges

- Resources (competing priorities - run the business, multiple project releases occurring at same time, legacy knowledge, capability)

- Environment management (building up of new, management of existing, deployments, assignment / allocation)

- Number of staff in training at one time (risk to business outcomes and service levels) and demand on trainers

- Data retention and reporting (what data is required to be kept from legacy systems and how best to achieve that)

- Change management (new system, new processes)

- Cross stream dependencies (integrated project plan)

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Demo

- Accounts (GW Policy Center)

  – Registration / classification

  – Account summary

  – Document access (Open Text integration)

  – Account activities

- Finance (GW Billing Center)

  – Payment transfers

  – Reversals

  – Traceability & audit capabilities

- Claims (GW Claim Center)

  – Intake

  – Case assessment & plan

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