

Atturra Provides Business Insights into Potential of Microsoft Solution for Super SA

Client

Super SA

Scope of work

Cloud Services

Industry

Federal and State Government

Location

South Australia

**Overview**

Super SA is a dedicated super fund for South Australian public sector workers. In response to industry changes, Super SA started on an IT modernisation journey, with particular interest in how Microsoft could improve their business processes and workflow.

Atturra was engaged to assess current systems and processes used by Super SA's Insurance and Claims Business Unit to manage insurance claims, and determine whether Microsoft could deliver the required enhanced capability across the broader business.

Fast Facts

- Rapid understanding of current business and identification of opportunities for improvement through technology.
- Hands-on testing of the proof-of-concept by end users to fully assess the platform's suitability.
- Various components and capabilities were demonstrated to show dashboards, forms, Copilot artificial intelligence and mailbox integration.
- Microsoft suite found to have application beyond original scope.

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"We appreciated Atturra taking the time to get to know our business. They did the hard work in uplifting Super SA's knowledge and educating our people on what this sort of modernisation looks like. This has become a valuable input into developing our digital transformation plans and business case".

Mike Gulliver, Director Technology, Super SA

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Opportunity

The Insurance and Claims Business Unit of Super SA managed the processing of changes to member's superannuation insurance entitlements (increases and decreases) and assesses and pays their insurance claims.

Super SA staff were heavily reliant on various systems – mainly email, Excel and Word – to coordinate these activities. Members are asked to complete paper or Adobe PDF forms and email or hand deliver them to Super SA.

With limited collaboration tools and an often siloed approach, the Super SA team faced reporting limitations, staff workload management issues, and needed to improve business efficiency.

After observing how Atturra had made a commitment to improving tech for South Australian government and businesses, Super SA engaged us to assess their current state and determine if Microsoft capabilities could improve both administrative and customer experience.

Solution

Over a 5-week period in 2024, Atturra worked with Super SA to understand their existing business processes. A series of workshops and interviews helped uncover pain points, user journeys and goals.

Using this knowledge, Atturra created a proof-of-concept solution to demonstrate the suitability of Microsoft Dynamics 365, Power Platform and Copilot as a platform for Super SA's business process management. Automation was a key feature of the suggested solution, including how Copilot could interact easily across the system to save administrative time.

Importantly, the proof-of-concept demonstrated how other aspects of Super SA's customer engagement could be scaled once a foundation system was established.

Outcomes Achieved

After developing an understanding of claims processing and customer engagement touchpoints, Atturra built a target state proof-of-concept solution, which enabled Super SA staff to get hands-on access to the potential capabilities of a Microsoft solution.

The proof-of-concept was designed to support the entire user journey, from member submission to Super SA decision, with a comprehensive report to explain how implementing Microsoft technology could support their ongoing business process management. Staff involved in testing the concept found the solution would make an immediate impact on their processes.

Part of the proof-of-concept involved showing Super SA operational and IT teams the business benefits of a wider rollout of Microsoft's suite. For instance, potential future phases could involve bringing payments into the system so that a claim could be processed end-to-end in a single system.

These vital insights and practical applications gave Super SA significant intelligence to inform their IT modernisation journey.

Technologies

- Microsoft Dynamics 365 Customer Service
- Microsoft Power Platform
- Microsoft Copilot