

IMPLEMENTATION CASE STUDY

INSURANCE

GHARRP

The Georgia Housing Authorities Risk Retention Pool (GHARRP) provides property and liability insurance coverage to housing authorities throughout Georgia. Supporting thousands of insured properties and locations across the state, GHARRP plays a critical role in helping public housing organizations manage risk, maintain compliance, and protect valuable community assets. As GHARRP continued to grow, they were seeking a system capable of supporting their evolving operational and reporting requirements while providing greater visibility into their extensive portfolio of insured assets.

CHALLENGE

Prior to NetSuite, GHARRP relied on a combination of Sage and a custom Microsoft Access database to manage key operational and financial processes. Over time, these systems became increasingly difficult to maintain and placed pressure on existing processes, particularly as the portfolio grew to more than 9,000 insured locations.

The Access database had undergone numerous modifications, which meant it was unstable and not performing like it should have, while reporting often required manual exports and manipulation of data across multiple Excel workbooks.

In addition, GHARRP is a highly regulated business, subject to frequent audits, which were very time consuming, meaning maintaining accurate, accessible data was critical for them.

WHY VURSOR AND NETSUITE?

GHARRP explored several other systems, but none matched the flexibility of NetSuite which was required to support their unique business model. NetSuite's cloud-based, scalable platform along with its robust reporting capabilities and strong audit controls meant it would give GHARRP the transparency and data integrity they

were seeking. When evaluating implementation partners, Vursor stood out due to their previous experience working with insurance businesses. Their ability to understand GHARRP's specific requirements through a series of discovery workshops and planning sessions, meant Vursor was able to design a custom solution tailored to GHARRP's operational needs rather than forcing them into a predefined process.

SOLUTION

Over an eight-month implementation, Vursor partnered with GHARRP to implement NetSuite. The project focused on replacing manual, spreadsheet-driven processes with a single system for managing and maintaining exposure data across thousands of insured locations. Key elements of the implementation included:

- Consolidation of insured location and portfolio information
- Configuration to support ongoing updates to exposure data as insured locations change over time
- Support with reporting requirements across brokers, reinsurers, and internal stakeholders
- Integration with NetSuite Analytics Warehouse (NSAW), including a data feed to support reporting and analysis

RESULTS

- GHARRP has significantly improved visibility of exposure data across thousands of insured locations, enabling a clearer understanding of its insured portfolio.
- NetSuite provides a central and structured source of exposure data, improving consistency and reliability of information used across broker, reinsurer, and internal reporting.
- Improved data structure and accessibility have strengthened audit readiness, supporting GHARRP's frequent audit requirements with greater confidence in data accuracy and consistency.
- The implementation of NetSuite Analytics Warehouse has established a foundation for enhanced analytics, enabling more structured analysis of exposure data and supporting future reporting development.
- GHARRP is continuing to work with Vursor on the development of a member portal, which will provide real-time visibility of insured locations, vehicles, and driver lists, and enable members to manage selected portfolio updates directly in the future.



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“We were looking for a stable, cloud-based system with robust reporting and complete audit transparency to support our highly regulated environment. NetSuite has given us a reliable, accurate view of our exposure and locations, making it easy to analyse critical data with confidence. Vursor's combination of development, accounting, and technical expertise made them an excellent partner throughout the implementation and continues to be a great support beyond go-live.”

- Scott White, Executive Director at GHARRP



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