essentials
FOR INSURANCE

Underwriting and policy management: Starter Pack

Unifying all your underwriting systems and processes.

To deliver a cost-effective customer-centric experience insurance providers need efficient systems and processes.

However, many insurance providers find they're struggling to pull together one view of their portfolio due to multiple systems. As insurance companies grow through acquisitions, this situation gets worse. Yet businesses hold back from replacing the old systems, wanting to avoid significant costs and levels of disruption likely to impact adversely on customer service. These multiple systems also frequently lead to companies undercutting and underselling other business units, simply because one can't see what the other is doing.

Using this plethora of systems slows staff down and can lead to users relying on Outlook because it's a better fit with working practices. As a result, valuable information isn't captured in underwriting and policy management systems, leaving the organisation open to errors and time-consuming unnecessary duplications.

Hitachi Solutions has the answer.

Delivering a single view and streamlined workflows

Our Underwriting and Policy Management Starter Pack provides an overall picture of your underwriting activity. We provide a structured workflow from the initial submission right through to completion, including all customer due diligence. Our solution unifies all your underwriting systems into one front-end interface, streamlining your processes without interrupting your day-to-day business operations. Should you choose to invest in a new system, our integration points make it a simple matter of turning off one system and directing to another. The robust integration points vastly simplify the underwriting process, seamlessly linking to vital capabilities such as rating tools and checking exposure in risk management systems.

Knowing how popular Outlook is with your staff, we've included links with Outlook, so that you can start creating a submission via email. This information is then transferred across to your systems providing a way of working that's a natural fit with your people's preferences.

We can integrate any existing underwriting and policy management systems into our system, avoiding any rekeying of information and making the most of your existing investment.

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Information generated by these systems is automatically fed back into our centralised underwriting and policy management system. We've also included the ability to automatically create quote, policy and renewal documents that collate information gathered through different processes. Sending these to the customer for an online signature is also automated.

Centralised Claims Activity: Starter Pack

The Starter Pack provides your business with an effective solution that unites multiple systems to create one view of your end-to-end underwriting process.

We'll implement a prototype, so you can see our underwriting and policy management system in action within your business. We'll look at how your business operates and model out the workflows and escalation points before connecting the processes with your back-end systems. This will layer on top of your existing estate, creating one single, easy-to-use unified Microsoft system.

Your Starter Pack in action

We'll work with you in a series of short, agile workshops to determine how the Starter Pack will fit within the processes and organisational structure of your business.

The workshops will explore how we can combine our Starter Pack foundation product with your unique ways of operating to deliver a framework and a target operating model that will bring the product to life.

With this complete, we'll bring together the results and your experiences of the Starter Pack to create your Proof of Value report. This will outline a benefits case and a plan for implementing a wider solution using the Starter Pack as the foundation.

Our approach

At Hitachi Solutions we specialise in helping insurance providers to effectively manage and nurture profitable relationships with customers, brokers and other partners. As a Microsoft partner, we focus on delivering solutions that are designed to get you up and running quickly for a faster and lower-risk implementation.

Interested?

Get in touch to discuss how our Starter Pack can deliver a streamlined underwriting process and single view of multiple systems in your business.

Please contact us to find out more: www.hitachi-solutions.co.uk/contact-us/