



## Insurance Kit System



### Insurance Kit Module - Case Study

#### The Summary

Company wanted to introduce a new concept for selling the Health Insurance policies by introducing pre-underwritten policies. There was a need to develop a Web based project for Medical Insurance that will define a work flow for pre-underwritten policies and minimize the policy activation process time.

#### The Client

The client is one of leading non-life Insurance provider in the country licensed by IRDA offering an exhaustive range of insurance products that covers most risks including Property, Marine, Casualty, and Liability. They are first general insurance company in India to be ISO 9001:2000 certified. They are fastest growing private sector General Insurance Company with innovative product offerings and customer service standards that are benchmarked to the best insurance practices in the world. They offer a wide range of products for corporate and individual customers. With a focus on customer centric products, multiple distribution channels and technology adoption and aim to capture substantial market share across product lines. Our client is a first company to provide digitally signed documents through an online interface.

#### The Business Requirement

The existing procedure of selling policy is based on post-underwritten procedure which takes several days because from policy making to policy selling goes through various stages which take a lot of time to insure the customer. The client was exploring its options to increase customer satisfaction and service levels with optimum investments in technology.

The manual process took longer time and also resulted in inefficiency for the company's staff. So, company made a strategic decision to implement new technology to link information between various systems and streamlining workflow and business processes for underwriting policies. The company performed the task using a legacy application.

#### Project Summary

**Industry:** Insurance

**Client Profile:** Company offers a wide range of products and services in Asia. The insurance activities of the company cover personal insurance, corporate coverage and workers' compensation.

#### Business Requirement:

To deploy a series of applications that addressed critical business functions and to streamline workflow that improves ease of use at every point of customer connection, resulting in improvements in servicing and administration of insurance portfolio.

#### Solution Benefits

- Reduced entry error.
- Intermediary-wise business analysis.
- Ease of operations.
- Increased Productivity & internal efficiency.
- Eliminate exceptions induced due to "dependency on individuals".



# AG Technologies

## The Solution

AG Technologies delivered a Web Based Solution and provides access to users based on their user roles. The system will completely manage the Medical Insurance Policies.

Designed solution includes modules like Employee, Policy, Agent and Quality check. For example, Product module retrieves data of Policy Certificate Reporting, Policy Sales Reporting, Policy Status Activation, and Loss Reporting. End-user has to select list of policies which are sold till date to generate report. Generating reports can be monthly, quarterly or annually.

## Technical Architecture:

### *Supported Operating System:*

- Microsoft Windows Server 2003 Enterprise Edition

### *Supported Programming Language:*

- ASP.NET with .NET Framework 2.
- Microsoft Visual Studio .NET 2005

### *Supported Database:*

- Microsoft SQL Server 2005 Enterprise Edition

## The Solution Benefit

- Developed solution made process automated that enabled company to save time and help company to provide better service to the customers.
- The developed adds more flexibility to the existing System, so that it can be more easily modified to fit into specific needs of the company.
- Enables better customer Service.
- Easy handling and availability of timely and relevant data.
- Improved quality of decision-making through a better decision-support mechanism.
- Ensure completeness of captured information.