# Appian

# New Business and Underwriting for Property & Casualty Insurance

A Regional Carrier Pivots towards the Future with Appian's Digital Transformation Platform

In a crowded and competitive market, with InsurTech startups and the looming disruption of autonomous cars and smart homes, will a regional insurer be relevant in 5 or 10 years?

How do they position themselves for the future?

Answer:  Pivot.

And, that is exactly what they did.

They took a hard look at capabilities enabled by their technology and decided to change. Changes that positively affect the independent agent experience, enable new product launch, partnerships and efficiency in underwriting — concurrently.

While most are taking the traditional path of monolithic core system replacement to inch them forward, this company took a best-of-breed, SOA approach that is leap-frogging them.

**A complete technology transformation was required to deliver:**

- A modern UI for their independent agents to use through any channel, making interactions with the insurer frictionless and fast to:
  - See a composite view of their customer portfolio
  - Electronically submit new business, endorsements and renewals
  - Monitor other changes, including cancellations and non-renewals

- Automated underwriting that would complement the agents experience to:
  - Speed and finalize agent requests
  - Avoid unnecessary data entry and underwriting review
  - Enable rules-based STP
  - Increase underwriting touch for items of complexity

- Support for quote consolidation channels

- A platform that would reserve the option for cloud and mobile

- Updated customer communication

*Anchoring this digital transformation is Appian.*

**Appian provides the capabilities:**

- A web-based, data first platform

- The capability to configure the process and expose the information via portal

- Enable agents (on the outside) and underwriters (on the inside) to work on the same process with role relevant views

- Rules exposed within and called by electronic processes

- Reports for transparency

**And, the results:**

- 850 independent agents onboarded in under 90 days

- Collaboration that increased the speed to finalize decisions

- Decreased unnecessary work by underwriters

- Increased STP — from portal submission to policy administration system

- A seamless move to cloud

- Mobile enabled today — just download

**Key reasons for carriers to digitally transform:**

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*On average for complex risks, only 35% of the underwriting process is currently managed though the Policy Administration System.*

STRATEGY MEETS ACTION – STATE OF COMMERCIAL LINES AUTOMATION REPORT 2014

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*Although more and more carriers have invested in automated underwriting and pricing, broker/agent expectations are only increasing. They not only want to clearly understand a carrier's underwriting appetite, they also want to get near real-time quotes on the majority of standard risks without extensive manual data entry on their side.*

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Appian's technology aligns with the ever-changing needs of customers to enable growth and drive efficiency across the enterprise.

Financial services and insurance (FSI) firms are no longer willing to be held back by legacy technology, and the large-scale, rip-and-replace of complex core administration systems is not viable. Appian's enterprise platform scales for the smallest to the largest programs, enables rapid development of applications, and can be delivered on-premise or in the cloud.

**What can Appian do for you?**

- Quickly address priority projects via low-code application development
- Leverage existing IT investments by converging data from disparate systems into one view
- Build applications in weeks, not months — and deploy anywhere
- Enable an agile, contextual view of data from any source
- Foster IoT innovation and application by adopting an agile development methodology
- Deliver a connected experience for all users — both internal and external

## Appian

Appian provides a leading low-code software development platform that enables insurance organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and competitive differentiation. **For more information, visit** www.appian.com