

Use Case for Insurance: Multinational P&C Underwriting

Modernizing the underwriting process for increased speed and accuracy

CUSTOMER PROFILE

- Global Financial Services and Insurance company
- Serves customers directly and through a network of brokers
- More than 30 million customers in 9 European countries

CHALLENGES

A global multi-line insurer needed an automated and auditable system for underwriting their complex multinational property business. There were multiple streams of siloed tasks that needed to be completed in order to develop a custom program for a prospective piece of business, including loss control surveys, determining coverages needed, pricing, and quoting.

They had implemented a modern core system, but it was solely used as the system of record once a program was written. All of the underwriting work needed prior to that was done manually with ancillary data stored on spreadsheets.

SOLUTION GOALS

The company wanted to ensure they could address all aspects of the underwriting process – replacing the manual work and email collaboration with a single view that was accessible anytime, from anywhere.

Multiple stakeholders had input shape to the program – and each stakeholder needed role-relevant access to all of the data in one view – to speed the process for writing new business, along with the capability to automatically refresh the data so they could reuse it for underwriting the renewal.

The client decided on a low-code platform approach using Appian, which would:

- Co-exist with their core system
- Pull data together from all sources into role-relevant views
- Ensure consistent service levels across different entities and geographies with one solution
- Support their omni-channel strategy, and
- Deliver the correct level of visibility into processes, decisions and outcomes for underwriters

RESULTS

With the Appian underwriting application, the company was able to digitize and streamline the entire underwriting process, delivering:

- Improved management of network partners
- Streamlined submission, rate, quote and bind
- Comprehensive territorial analysis
- Complete tracking of the decisioning process
- Integration with third-party regulatory and tax system (AXCO)
- Visual reporting including coverage towers for coinsurance and SLAs



FOCUS

Focus your efforts to meet your underwriting challenges. With Appian, you can:

- Digitize the entire underwriting process, speeding quote turnaround
- Improve risk assessment and reduce operational expenses
- Accelerate time to close through streamlined processes

TAKE CONTROL

Quickly build, deploy, and scale new business and underwriting initiatives with enterprise solutions, including:

- Complex Policy Quotation
- Underwriter Case Management Workbench
- Sales Automation and Marketing Management
- Agent and Broker Channel Automation

PREPARE FOR THE FUTURE

Pressure is mounting to deliver innovation in the insurance sector.

It takes speed and power to deliver transformational solutions. The Appian low-code application platform provides both, while leveraging your legacy IT investments.

With Appian, financial services and insurance companies can build web and mobile apps faster, run them on-premises or in the cloud, and manage complex processes, end-to-end, without limitations.

LEADING ORGANIZATIONS TRUST APPIAN:



Appian

Appian provides a leading low-code software development platform that enables Insurance Institutions to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and enables competitive differentiation.

For more information, visit www.appian.com