Appian

Property and Casualty Insurance

APPIAN HELPS INSURERS BECOME DIGITAL FIRST ORGANIZATIONS

Leading insurance organizations trust Appian's low-code platform to deliver operational agility and enable them to innovate at the speed of the customer

A DIFFERENT APPROACH TO TECHNOLOGY MODERNIZATION

Property and Casualty (P&C) insurers have traditionally considered two approaches to technology—buy or build. Both are expensive, years-long projects. But insurers are beginning to realize that monolithic core systems and traditional development methods do not allow them to respond fast enough to evolving business needs. And today, there is another option. Insurers can realize tangible, documentable ROI—faster, and at a lower cost—by leveraging the capabilities of their legacy system with a low-code application platform that enables them to quickly execute enhancement and change initiatives across the business.

Insurers need a transformation strategy that is agile, innovative and adaptable without comprising one attribute to have the other.

DEPLOY DIGITAL CAPABILITIES TO STREAMLINE OPERATIONS AND INCREASE EFFICIENCY

In today's competitive landscape, digital first operations are a priority for P&C insurers. For maximum gain, this means empowering all stakeholders—including customers, agents, adjusters, and others—with a user experience that is data-centric and enables collaboration in both tasks and actions. A platform approach allows insurers to incrementally connect siloed processes while integrating emerging technologies - like robotic process automation (RPA) and artificial intelligence (AI)—resulting in a holistic view of data from across the organization, ultimately reducing operational expenses through increased accuracy and efficiency.

DRIVE PROFITABLE GROWTH AND DELIVER THE HIGHEST LEVEL OF CUSTOMER SERVICE

Market and consumer demands will continue to evolve, and insurers need to respond at the same accelerated pace. There needs to be a laser focus on key areas that will enable them to elevate the customer experience, optimize processes, and exceed business goals. From new business quotes to policy issuance, through billing and claims—all processes need to be digital—both inside and out.

"Because digital business transformation is a journey and not a destination, much of the work involved is about embedding capabilities that will position you well for the future."
– FORRESTER, THE STATE OF DIGITAL INSURANCE, 2018

THE APPIAN DIFFERENCE FOR P&C INSURERS

- **Ensure consistent service levels.** Exceed expectations with an improved digital experience along the entire customer journey.

- **Streamline internal operations.** Eliminate inefficiencies through self-optimizing processes.

- **Adopt emerging technologies.** Easily integrate RPA and AI for intelligent automation, including AI-driven agent recommendations and sentiment analysis to achieve strategic business objectives, reduce costs, and drive growth.

- **Gain comprehensive visibility into business operations.** Address compliance needs and corporate functions as an integrated part of the technology ecosystem.

Explore the Appian suite of applications for Property and Casualty Insurance

Policy Issuance & Underwriting

- Complex Policy Quotation
- Underwriter Case Management Workbench
- Sales Automation and Marketing Management
- Instant Issue Digital Policy
- Customer Correspondence Management
- Product Profitability and Risk Reporting
- Underwriting Authority Management
- Reinsurance Risk Exposure

Marketing, Sales & Distribution

- Agent and Broker Channel Automation
- Sales Automation and Marketing Management
- Agent Lifecycle and Performance Management
- Agency Management System
- Agency Buy/Sell Administration
- MGA Administration Management
- NPS/CSAT/Customer effort Tracking

Claims Operations

- FNOL (First Notice of Loss) Coordination
- Adjuster Assignment and Coordination
- Claims Fraud Case Management
- Claims TPI (Third Party Insurance) Management
- Subrogation Case Management
- Claims Administration
- IoT Risk Prevention/Monitoring
- Adjuster Innovation Workbench

Policy Administration & Services

- Contact Center Automation
- Customer Self-Service
- Customer Service Complaint Management
- Field Policy Audit and Administration

Corporate, Regulatory & Compliance

- Financial Close Process Automation
- IT Security Coordination
- IT and Service Management
- Legal Case Management
- Portfolio Management and Leads
- Fleet Management
- Brand Standards / Administration
- Sarbanes-Oxley Internal Compliance and Controls
- Continuing Education and Compliance

APPIAN PROPERTY & CASUALTY CUSTOMERS CAN:

- Improve Speed to Market
- Optimize Claims Management
- Digitize Processes Inside & Out

REPRESENTATIVE APPIAN PROPERTY & CASUALTY CUSTOMERS:

AVIVA   PeakRe ›   VERMONT MUTUAL INSURANCE GROUP

Learn more about Appian's capabilities for P&C insurance: **appian.com/insurance**