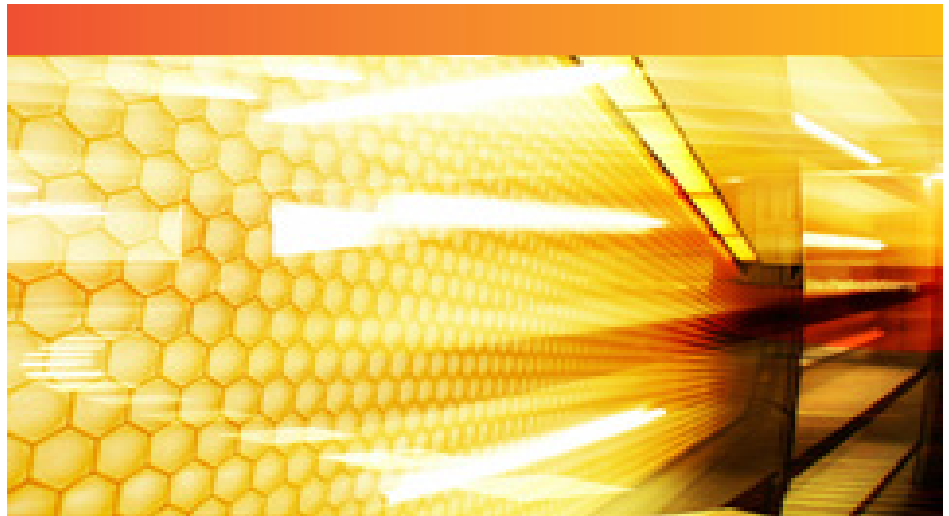




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# Insurance

## Success Story

### Business Challenge

Clients and customers always want a product that gives a bigger bang for the buck and with increased competition, regulatory pressures, mergers, and acquisitions, pressure has been amplified on insurance providers. Clients' and customers' demand for better customer service and the tech-savvy customers insist on high-tech solutions and self-service via the Internet, which in turn increases demand for a unified customer experience across the various lines of business possible only through remediation of:

- » Inefficient business processes
- » Untrained staff
- » Disparate and cumbersome legacy systems

### Solution

Agile Informatics helped a insurance company in implementing these strategies and solutions in order to remain competitive in today's market:

- » Streamline business rules and processes across the organization
- » Develop training material; videos, user manuals and guides
- » Train employees based on changing market conditions
- » Compliance to Payment Card Industry (PCI) regulations
- » Revamp of legacy systems
- » Minimize over heads and leveraging self-service channels

### Sectors

- » Auto insurance
- » Homeowners insurance
- » Health insurance
- » Property and casualty insurance
- » Underwriting
- » Claims processing
- » Bill payments and processing