

## Our Client

A leading Bangalore based Insurance agency leveraging the marketing arm of an Insurer with core areas of focus on Service and Support to their customers. The client has deep experience in all the stages of the insurance life cycle including New Business, Renewals, Policy servicing, Claims Management, Loyalty Management and Business Process Outsourcing Solutions.

## Business Needs

Initially the business operation was supported by an in-house developed application. Considering the growth of the organization, future challenges in the business operations, the Management decided to re-engineer the application with latest technology to increase the efficiency of operations. The Company had to manage their work flow system with more controls and efficiently as the customer base was very large. The company had a small application developed in old technology and found difficult to balance the load with the fast growing volume of data. All MIS reports were done manually using excel sheet. Challenges faced by the consulting firm include:

- Different levels of rights for different users
- Tracking of the forms at every stage
- QC/Approvals for transactions
- MIS Reports
- Customer Care services
- Excel Import and Export facility

## Solutions Provided

G7InfoTech Developed and implemented an end-to-end solution in Microsoft .Net.

The solution covers the following areas :

- Proposal Generation & Management
- Agency Operations
- Agency Management
- Policy Administration
- Claims Management

- Statistical Reporting
- MIS
- Accounting
- Customer Service and Management
- Document Management

## Benefits Derived by Customer

An end to end solution that provides the integrated system with the following features:

- Integrated workflow
- Authorized role based access control
- Workflow management
- Tracking and reporting
- Reduced turn around time
- Handling of huge data