

# END TO END DIGITISATION OF ENTIRE POLICY PROCESSING SYSTEM

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## CLIENT BACKGROUND

The client is one of the leading non-bank promoted private life insurers. Client offers comprehensive long-term savings, protection and retirement solutions through its high-quality agency distribution and multi-channel distribution partners. A financially stable company with a strong track record over the last 18 years, client offers superior investment expertise. Client has a 98.74% Claims Paid Percentage (FY 2018-19) and has presence in 210 Offices. The Assets Under Management in FY 2017-18 was Rs. 52,237 Cr.

## PROBLEM STATEMENT

The client wanted to develop an onboarding portal for agents, a lead generation portal, policy processing portal (which was a base level framework, using which all different 170 applications of the enterprise could be developed on the same framework and easily communicate with each other), Quality check and underwriting portal, and then the relationship portal for agents.

## APPROACH

- Agent Onboarding portal: Automating 'Traditional Onboarding' Processes Portal where prospective agents can upload documents directly required for employment qualifications. Agents can quickly access the information on customers, policies, and other documents proved to be impedimental.
- Customer lead generation: This is a Hybrid Mobile application both on iOS and Android. This application has a broadcast of notifications to be sent to specific agents. This is also used to create an illustration of clients.
- Policy Processing: This is the portal for policy processing. It is also the framework base architecture used by all the applications of the client to seamlessly interact with each other.
- Underwriting process: This is the process where the quality check of the documents happens and if everything is correct, then the policy is forwarded to life asia for policy punching / issuance.
- Agent relationship management: This portal is used by all the agents to manage their client data, wish them on special occasion, keep a track of their clients premium renewal date / claims.

## BENEFITS

- Due to our intervention, the client's revenue increased multi-fold.

**TO KNOW MORE DETAILS ABOUT THE  
PROJECT, TALK TO OUR EXPERTS**

GET IN TOUCH  
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