

OpenText Insurance solutions

Personalize and enhance customer engagements, gain actionable insight and maintain security and compliance with Insurance solutions from OpenText



Enhance customer, employee, broker and partner engagements



Leverage data for meaningful insight



Increase productivity and operational efficiency



Optimize information exchange and stay compliant

Insurance companies, including those offering property and casualty and life insurance, face a number of challenges. Customer expectations are on the rise, requiring companies to better leverage contextual data to deliver more personalized customer experiences. Pressure is mounting to reduce compliance costs and cybersecurity threats without impacting customer service or time to market. And, carriers are striving to reach the next generation of operational excellence to remain competitive.

Enhance customer, employee, broker and partner engagements

Digitizing key business processes can transform how the Insurance industry communicates and connects with customers. OpenText Insurance solutions improve experiences by personalizing communications across customer-, partner- and broker-preferred channels, as well as helping carriers manage dynamic content powered by business intelligence and analytics.

Success story



DHFL Pramerica Life Insurance wanted to digitize multiple end-to-end business processes to reduce transaction time and processing costs. Shifting operations to a digital-first approach using **OpenText™ AppWorks™** and **OpenText™ Content Suite Platform** has enabled the organization to manage rapid growth without sacrificing a high-level of customer service.

“More than six in 10 [Insurance industry survey respondents] report that technology is already having a significant impact on their claims and underwriting processes.”

Digital Transformation Remaking an Industry, Accenture, 2019

Leverage data for meaningful insight

The Insurance industry traditionally relies on mountains of data in various formats, requiring manual effort to extract information and insight. OpenText Insurance solutions apply artificial intelligence, analytics and machine learning to improve customer experiences, claims processing, issuance of personalized premium policies and compliance. Combining unstructured and structured data improves visibility and decision making, resulting in enhanced cross-selling and more profitable operations.

Increase productivity and operational efficiency

Bringing automation to business processes eliminates manually intensive, time-consuming, repetitive tasks and delivers efficiency gains. OpenText Insurance solutions help create differentiated customer journeys, driving agility across complex processes from underwriting to claims processing. Carriers can accelerate time-to-processing and boost innovation while optimizing control, compliance and customer satisfaction.

Optimize information exchange and stay compliant

Transforming supply chains and B2B transactions for the digital age allows organizations to gain business insight, drive efficiency and speed time to revenue. OpenText Insurance solutions meet mission-critical information exchange demands, digitizing business processes to improve transaction visibility and data sharing.

Carriers benefit from an identity-centric approach to managing IoT assets, such as the introduction of telematics and wearable devices. And, critical endpoint and enterprise data visibility, combined with early threat detection and response, enhance compliance and security.

Success story



To improve customer communications and create a consistent, multichannel experience, **Acuity** deployed **OpenText™ Exstream™ for Insurance**. Through the elimination of legacy systems and the digitization of business processes and customer engagement, the organization reduced the volume of forms by close to 30 percent while enabling critical documents to be generated anywhere, anytime.

Insurance solutions

Compliance and risk

Unify and manage enterprise content securely

[OpenText™ Archiving solutions](#)

Investigate and secure potential risks

[OpenText™ Security solutions](#)

Defensibly dispose of outdated information

[OpenText™ Records Management](#)

Sales and marketing

Deliver a consistent, targeted, multichannel experience

[OpenText™ Exstream™ for Insurance](#)

Drive exceptional, personalized online experiences

[OpenText™ Web Experience Management](#)

Boost customer loyalty and enhance cross-selling

[OpenText™ Analytics for Insurance](#)

Improve visibility and decision making

[OpenText™ Magellan™](#)

Operations

Automate manual processes, reduce costs and improve data quality

[OpenText™ Intelligent Capture](#)

Drive innovation and agility

[OpenText™ Active Client Management for Insurance](#)

Reduce risk with compliant application decommissioning

[OpenText™ InfoArchive](#)

Maintain a single, secure archive in the cloud, on-premises or as a hybrid model

[OpenText™ Archive Center](#)

Manage data cost-efficiently and securely

[OpenText™ Archiving and Document Access for SAP® Solutions Cloud](#)

Corporate IT

Optimize B2B data exchange and integration

[OpenText™ B2B Managed Services](#)

Enable secure faxing across the organization

[OpenText™ RightFax™](#)

Reduce fax costs while improving productivity

[OpenText™ Fax2Mail™](#)

Simplify on-premises fax deployment

[OpenText™ RightFax™ Connect](#)

Create a single, secure digital identity

[OpenText™ Covisint Identity and Access Management](#)

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