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INDUSTRY OVERVIEW

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.

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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.

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Insurance solutions		
Compliance and risk		
Unify and manage enterprise content securely	Investigate and secure potential risks	Defensibly dispose of outdated information
OpenText™ Archiving solutions	**OpenText™ Security solutions**	**OpenText™ Records Management**
Sales and marketing		
Deliver a consistent, targeted, multichannel experience	Drive exceptional, personalized online experiences	Boost customer loyalty and enhance cross-selling
OpenText™ Exstream™ for Insurance	**OpenText™ Web Experience Management**	**OpenText™ Analytics for Insurance**
Improve visibility and decision making		
OpenText™ Magellan™		
Operations		
Automate manual processes, reduce costs and improve data quality	Drive innovation and agility	Reduce risk with compliant application decommissioning
OpenText™ Intelligent Capture	**OpenText™ Active Client Management for Insurance**	**OpenText™ InfoArchive**
Maintain a single, secure archive in the cloud, on-premises or as a hybrid model	Manage data cost-efficiently and securely	
OpenText™ Archive Center	**OpenText™ Archiving and Document Access for SAP® Solutions Cloud**	
Corporate IT		
Optimize B2B data exchange and integration	Enable secure faxing across the organization	Reduce fax costs while improving productivity
OpenText™ B2B Managed Services	**OpenText™ RightFax™**	**OpenText™ Fax2Mail™**
Simplify on-premises fax deployment	Create a single, secure digital identity	
OpenText™ RightFax™ Connect	**OpenText™ Covisint Identity and Access Management**	

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