



Enhanced client experience for India-based Insurance broker through automated self-service platform.

Client Profile

Leading Insurance Broker from India.

Challenge

The client felt an acute need for automation/ self- service due to pressures on margin for intermediaries in India. The challenge was to provide a technology backbone for various intermediaries in the Insurance ecosystem in India, for automating their daily business operations and enhance client experience. Also, another challenge was to deploy dedicated hosting or on Cloud, to enable innovative pricing models such as pay-per-use.

Solution

- Employee Benefits Platform for Intermediary to automate operations.
- Scalable & extendable technology platform to address business requirements of other entities in the insurance ecosystem, and cater to other product lines.
- Stability through 5-year commitment for maintenance, support and periodic upgrades.
- Leverage partners to provide end-to-end services, including hosting and ongoing maintenance.
- End client employee self-service.

Benefits

- Client acquired 3 new corporate clients due to this platform.
- Delivered comprehensive web-based system that filled the whitespace in the market and connected the various stakeholders of an employer sponsored EB program.
- Improved operational efficiency for Intermediaries through Automation.
- Enhanced client experience by providing web-based self service capability.
- Opportunity to the intermediaries to cross-sell multiple other products.

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