High performance. Delivered.

Accenture Insurance Customer Insights Solution

Video Transcript

Increasing revenue . . . extending market share . . . enhancing speed to market. Three key goals for insurers.

Accenture can help you meet your goals with a new solution that integrates Pega's Underwriting Application and Duck Creek Technology.

Pega at the front end offers omni-channel distribution capabilities to make the experience seamless—and perfect for leveraging social media . . .

. . . with analytics tools like Pega's Next Best Action to help increase cross-selling opportunities . . .

. . . and the best in core policy administration from Duck Creek. Together, these systems address end-to-end insurance carrier needs in a best-of-breed, cloud-based solution.

Using Accenture's Insurance Customer Insights Solution, everyday tasks like developing a personal auto quote become simple and efficient—for customers and agents.

To begin, enter customer information . . . and the system retrieves potential matches.

You can choose an existing customer – or create a new one.

The screen then displays available agents based on business role, location and business type. Enter the quote information . . .

. . . and based on the customer address, vehicle and driver information is pre-populated from Duck Creek or third-party data sources.

Policy options are then recommended, based on Pega's Next Best Action.

Predictive analytics sift through variables from the quote information and Duck Creek to present these policy options, and also to provide opportunities for cross selling–

–such as a prompt for additional coverage options, like a homeowner policy . . . or to showcase potential discounts from multiple policies.

Once the quote is accepted, Pega's connection to Duck Creek changes the policy status to 'issued' . . .

. . . updates the party record with the policy number . . .

. . . and creates documents for emailing or eSigning.

Accenture's solution makes the entire process a simple, seamless experience.

And the benefits don't stop there. This solution also helps streamline front-end business rules and lowers costs—for both start up and maintenance.

That's because the starting point no longer requires a "big bang" policy implementation. You can start small by automating specific business processes and easily scale up with componentized architecture to support additional services.

Increasing revenue . . . extending market share . . . and enhancing speed to market with The Accenture Insurance Customer Insights Solution. It's tomorrow's technology to help your business grow . . . expand . . . and improve—today.