Accenture Life and Annuity Software

Achieving high performance through faster time to market, increased agility and improved cost control

High performance. Delivered.
Achieving high performance with ALIP

Benefits:
- Improved speed to market for new products
- Lower total cost of ownership
- Improved operational efficiency
- Reduced costs for policy acquisition
- Enhanced customer service
- More efficient use of IT resources
- Robust, scalable system functionality
- Support for a global delivery model

Life and annuity carriers today face continued market uncertainty, intensified cost pressures, and increased regulatory scrutiny. Erosion of profitability across the industry requires ever-more aggressive measures to reduce costs. Yet, despite these challenges, insurers must still innovate within their product portfolio and move products to market faster than ever before. To achieve high performance in this environment, insurers need a fully-integrated and industrialized platform which enables more rapid rollout of innovative products, reduces overall costs, and drives agility and market responsiveness.

An end-to-end, scalable and fully integrated platform

ALIP is a trusted software suite that is used by more than 40 leading insurers and distributors. Our Life and Annuity software has the scalability to meet the needs of major transformational and outsourcing programs, yet is cost-effective for smaller initiatives. Part of Accenture Products and Platforms, an organization dedicated to developing differentiated software-based solutions, we have a track record of helping life insurers weather short-term challenges and position them to achieve high performance in the longer term.

Digital Insurance offerings

We also offer advanced Digital Insurance innovations, including SmartVideo, Web Recording and Replay, Mobility, Portals and Analytics. These innovations demonstrate our continued investment in Accenture Life and Annuity Software as well as our commitment to helping our clients improve their customer service.

Accenture Life and Annuity Software offers strategic solutions supporting mission critical life and annuity products and processes. The Accenture Life Insurance & Annuity Platform (ALIP) is a configurable solution that enables operational support automation across the full policy lifecycle, including claims/payout. Additionally, our significant and dynamic Digital Insurance offerings include capabilities around SmartVideo, Web Recording and Replay, Mobility, Portals and Analytics.
What our clients say:

“We wanted technology that will support our business growth now and in the future. We will leverage ALIP to increase our agility and introduce new products to the market more quickly. The platform’s ease of configurability will help support product innovation and facilitate the ability to extend into new markets. With better data access and integration, we will also be able to improve our customer service.”

Scott Reed, Senior Vice President and Chief Information Officer, AIG Life and Retirement

What the analysts say:

ALIP received the 2015 XCelent Functionality award for being the leader in Breadth of Functionality.


Accenture was named the leader of policy administration deals for its ALIP solution in Celent’s annual report.


Accenture is positioned in the “leaders” quadrant in Gartner’s 2016 “Magic Quadrant for North American Life Insurance Policy Administration Systems” report. Accenture has been positioned in the ‘Leaders’ quadrant in this report for the last three years.


High performance delivered:
Security Benefit drives competitive advantage with ALIP

Security Benefit has been providing retirement plan services, investment products, life insurance products and other financial services for more than a century. Constrained by a complex, cumbersome life insurance and annuity administration system (that used two mainframes running COBOL and a series of add-on systems), Security Benefit’s cycle of new product launches often stretch to 12 months or longer. Security Benefit replaced its legacy systems with a single platform: ALIP.

While Accenture implemented the solution, Security Benefit rebuilt all the supporting downstream applications so that its entire enterprise-processing platform was based on current technologies and was integrated across all products. Within eight months, the new policy administration system was operational.

The impact has been dramatic. Business costs have been reduced by approximately $7 million a year, and new products are developed and launched in as little as two to six months. Other benefits include:

• Contract volumes that are 40 percent greater
• IT operating costs that are down almost 40 percent
• Service costs per policy that are reduced by approximately 30 percent
• IT and customer service staffing requirements that are down roughly 20 percent
• Faster time to conduct cost/benefit analyses in determining feasibility of product changes
• Better support for an aggressive business acquisition strategy

With ALIP, Security Benefit has succeeded in capturing additional product revenue and is becoming a more competitive provider of life insurance and annuity services.
ALIP New Business

ALIP New Business enables carriers to rapidly and cost effectively process applications and automate underwriting.

By delivering flexible data collection and data validation during the application process, ease of use is increased and data quality issues are eliminated. Additionally, our automated decision engine can rapidly and consistently help evaluate underwriting risk analysis. The result is a streamlined underwriting process that issues policies faster, improves retention and enables agents and underwriters to communicate.

Benefits include:

- **Reduced cost per policy issued**
  Automate your interfaces to vendors, systematically analyse results and automate workflow for task generation.

- **Decreased policy acquisition costs**
  Eliminate the re-work and re-submitting of Not-In-Good-Order cases and the automation of otherwise manual processes.

- **Validate data in real-time**
  Users have the flexibility to configure validations to occur at any point during the new business process, increasing In-Good-Order cases.

- **Evaluate underwriting risk more effectively**
  Use rules to evaluate data on a consistent basis.

- **Improved underwriting decision speed and efficiency**
  Utilize rules to determine clean cases, make automated decisions and route more complex cases.

- **Improved service to customers**
  Benefit from our advanced usability features and an efficient, flexible new business application process.

Improved operational efficiencies

Our out-of-the-box solution with pre-configured processes allows for the automation of business processes.

Increased mobility

Our Web-based solution reduces agent processing errors and supports electronic signatures and forms generation.

Integrated with underwriting vendors

Interfaces to third-party vendors such as Exam One, PortaMedic and MIB streamline and automate the underwriting process.

ALIP Policy Administration

Create operational efficiencies and more effective business process management initiatives with ALIP Policy Administration. This comprehensive offering provides access to consolidated product, policy and customer information, improving operational efficiencies and customer service productivity.

Benefits include:

- **Improved speed to market**
  Configure products and business processes to quickly and effectively introduce new products and make changes to existing products.

- **Reduced total cost of ownership**
  Rapidly and efficiently process new applications and policy service activities to increase productivity and reduce per policy service costs.

- **Improved operational efficiencies**
  Automate business processes with pre-configured processes available out-of-the-box.

- **Robust, scalable system functionality**
  Automate operational support across the full policy lifecycle, regardless of the size of your business and transaction volumes.

Improved compliance

Benefit from built-in compliance for US tax processing, and configurable rules and calculations for global markets.

New and complex products support

Get the flexibility and functionality you need to support both life and annuity products on a single platform, including robust payout processing rules.

Robust customer service support

Benefit from a customer centric view of your portfolio.

Product and Business Rules Engine

Our clients gain the flexibility needed to quickly alter products in response to market changes with our Product and Business Rules Engine. Common across ALIP’s offerings, the engine can support the rapid definition, management and testing of products and business processes. At the same time, a comprehensive set of rules and templates deliver out-of-the-box support for common product features and business concepts.

Additionally, the Accenture Actuarial Calculation Engine allows users to define and maintain advanced processing functions and the multi-dimensional tables needed when implementing complex insurance products.
Key features of ALIP

Centralized product and business rules engine: At the core of the platform’s flexibility is a configurable product and business rules engine which supports the rapid definition, management and testing of an insurer’s products and business processes. ALIP’s advanced configurability enables business users to configure products and processes, reducing reliance on software developers and making the configuration of new products and processes simpler, faster and more accurate.

A comprehensive set of rules and templates delivers out-of-the-box support for common product features and business concepts. The engine provides the ability to define product and business rules once and share them across the platform, and rapidly introduce new products without the need for programming.

Accenture Actuarial Calculation Engine: This component of the platform improves speed to market by providing the advanced processing functions and multi-dimensional tables needed when implementing complex insurance products. The Actuarial Calculation Engine, which can be sold as a standalone component, is integrated with the product and business rules engine, and also provides standard capabilities to support common mathematical, financial, statistical and actuarial calculations.

Integrated testing: ALIP provides advanced and integrated testing capabilities, giving users the ability to test products, review interim calculations and confirm product behavior. The platform leverages two industrialized testing tools—the Product Testing Workbench and Product Value Debugger—which enable configuration and testing within the same environment and can reduce testing times by up to 50 percent.

Flexible architecture: ALIP has the ability to integrate with a company’s existing systems as well as insurers’ business partners and vendors. Platform neutrality, a Service-oriented Architecture (SOA) and the ability to pass and accept ACORD-standard and proprietary XML standards facilitate smooth communication with disparate upstream and downstream systems.

Legacy system replacement: Enhanced capabilities are provided to support platform replacement and integration opportunities, through third-party fronting. Carriers can utilize the user interface and product and business rules engine of ALIP to sit on top of multiple back end systems. This provides a single point of access to multiple disparate back end systems. Users no longer have to know what system to access to support a customer inquiry and they don’t have to receive unique system training for each back end system. The platform enables a transparency that allows carriers to improve customer service while mitigating risk during platform replacement projects.

Staying nimble and responsive to an ever-changing marketplace

ALIP eases the critical path of new product development, helping insurers to compete more effectively and, ultimately, achieve high performance.

After switching from a legacy environment to ALIP, one insurer cut new product roll-out time by approximately 65 percent, while tripling the number of new product introductions.
Mobility

Mobility allows carriers to configure mobile applications that offer their home users and consumers access to personal and policy data via smart phones, tablets and other mobile devices. This ability to configure mobile interactions without requiring the static development of native mobile applications contributes to lower costs and a reduced reliance on the software vendor. Carriers have the flexibility to configure their own mobile applications, allowing them to be more responsive to the ongoing needs of their consumers.

This initiative is part of Accenture Life and Annuity Software's path to a Digital Insurance future. We will be developing ALIP to make new enhancements available, regardless of the technology channel used, thereby generating real and added value to our mobile offering.

Web Recording and Replay

Web Recording and Replay is an advanced way for carriers to capture, view and evaluate consumers' behavior online, providing added value to Web Analytics. With this offering, the ability to record how consumers interact with a carrier’s website is enhanced, allowing for greater insight into how they perform online transactions. This valuable information can be used to resolve disputes, retain activity for audit controls, and analyzed to determine what improvements are needed. Web Recording and Replay can also be used for internal home office user operations and training.

When combined with ALIP, carriers can analyze consumers, agents or home office users' transactions and replay a specific transaction in a visual way that hasn't been available before, taking audit risk and transactional Analytics to a new level.

Digital Insurance offerings for the life and annuity industry

Accenture offers advanced Digital Insurance innovations to the life and annuity industry. These new innovations demonstrate our continued investment in our life and annuity software offerings as well as our commitment to demonstrable benefits for our clients.

SmartVideo

We are able to offer our clients an advanced way to enhance communications with their consumers, all the while reducing contact center costs, increasing customer satisfaction and retention, and fostering brand loyalty. Offered as standalone or combined with ALIP, carriers have a way to communicate with their customers throughout the customer engagement lifecycle—from quotations and onboarding to payouts—using personalized client and policy data to generate one-to-one smart video communications, on demand.

Designed as a Software-as-a-Service offering, SmartVideo is able to leverage existing communication channels anytime, anywhere and can be integrated seamlessly into a private or public Cloud environment.

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Contact us

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About Accenture

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 358,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com

Accenture’s life and annuity software is part of Accenture Life Insurance Services, within Accenture Financial Services. By applying extensive industry knowledge to continuously enhance its software, Accenture helps insurers reduce operating costs, manage risk and drive growth through improved product development and distribution, enhanced policy administration and distribution, and technology platform consolidation and modernization. The homepage is www.accenture.com/lifeandannuitysoftware

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