CONSUMERS ARE DRIVING DIGITAL DISRUPTION, AND THEY WANT MORE

ACCENTURE LIFE INSURANCE & ANNUITY PLATFORM (ALIP) NEW BUSINESS AND UNDERWRITING
CONSUMERS ARE DRIVING DIGITAL DISRUPTION,
AND THEY WANT MORE
More personalization
More options
More value

WILL THEY GET IT FROM YOU OR SOMEWHERE ELSE?

TODAY'S "NEW" INSURANCE CONSUMERS ARE...

**CONNECTED**
- Always connected, always on
- Wants to interact with companies via his/her digital environment
- 72%

**SOCIAL**
- 48% of customers consider the advice they receive from social media, blogs and consumer sites important
- Relies on "wisdom of crowds" (Social Media, blogs, ...)
- Wants to be able to share and learn
- 48%

**CO-PRODUCTIVE**
- 46% increase in customers contributing to online product or service reviews or blogs
- Engages with companies in product co-creation
- +46%

**INFORMED & SELF-DIRECTED**
- Digital channels are the preferred solution (from 44% for "advise" to 68% for "update of personal data")
- Wants access to relevant content in real time
- Used to instant gratification
- 44-68%

**PRICE SENSITIVE**
- 64% of people are actively searching for value for money rather than brand
- Wants to be in control
- 64%

**PERSONALIZED**
- Would provide personal information for more personalized products
- 80%

Source: Accenture Consumer Driven Innovation Survey
Never have speed and automation been more critical to your business—especially when consumers expect more:

• Product choices tailored to their needs
• Flexibility to research and shop on their terms
• Personalized service
• Policies issued in minutes!
• Ways to connect
• And more...

Can your new business and underwriting platforms accelerate product introduction, automate application and underwriting processes, and leverage analytics to drive consistent profitable growth?

Digital capabilities will determine business success. Accenture can help you modernize your new business and underwriting systems and profit from the new digital world economy.

Don’t let mobile, social media, wearables and personalization outpace your technology. It’s time to GET MORE from our new business and underwriting system—it’s time to talk with Accenture.

INSURERS SHOULD NOT BE CONTENT
Disruption could be incremental or sudden — or both.

MARKET
Low interest rates, increasing regulation & other market dynamics

CUSTOMERS
Demand for personalization, a better experience & outcomes vs. products

OFFERINGS
New technologies & shifting attitudes to ownership are giving rise to new offerings

COMPETITION
New entrants with new technologies & greater differentiation
DO MORE.
OPERATE AT THE SPEED AND EFFICIENCY OF A PROFITABLE DIGITAL BUSINESS.

With ALIP New Business and Underwriting, you’ll launch new products, configure new workflow and rules, process applications, automate underwriting and issue with speed and efficiency. From direct-to-consumer to producer-initiated models, and from guaranteed or simplified issue to fully underwritten applications, ALIP provides full automation and real-time data validation. Its automated decision engine delivers accurate and consistent risk analysis. With its automated work management, you gain greater efficiency, issue policies faster, and enable better communication among agents and underwriters. And that makes everyone happy—your business owners, consumers, agents and producers alike.

SUPPORT AUTOMATION AND DIGITAL TRANSFORMATION WITH ACCENTURE

ALIP New Business and Underwriting is a fully integrated browser-based platform that speeds product introduction, automates new business and supports no-touch underwriting based on your underwriter rules. Include ALIP Policy Administration to enable end-to-end policy life cycle automation.

Accenture Life Insurance & Annuity Platform (ALIP)

Automation drives >>>

>>> a better consumer experience
DELIVER MORE PROFITABLE NEW BUSINESS AND SATISFIED CUSTOMERS.

ALIP New Business and Underwriting drives profitable new business and a refreshing consumer experience. Join our growing customer community of leading insurers and see how you can:

- **Reduce cost per policy issued.** Leverage automated workflows, interface seamlessly with third-party apps and vendors, and apply best-practices to automate decision making.

- **Decrease policy acquisition costs.** Eliminate manual processes including rework associated with Not-In-Good-Order.

- **Improve underwriting speed and efficiency.** Automation, powered by our configurable rules engine, renders faster underwriting decisions on cases that can use straight-through processing, and routes to a human those that can't.

- **Enhance customer experience.** Consumers enjoy an easy, convenient electronic application process with simple reflexive questioning, while case managers and underwriters benefit from an efficient consolidated view of the new business process thanks to a convenient workbench and consistent user interfaces.

- **Improve operational efficiencies.** Business configuration workbench and product configuration workbench make product development faster with preconfigured underwriting processes and workflows that you can easily adapt.

- **Accelerate time to issue.** Rules-based risk analysis lets you evaluate risk quickly and consistently.

- **Increase mobility.** With our web-based solution, consumers can electronically sign and submit forms on their mobile devices, reducing processing time and errors.

- **Integrate with underwriting vendors.** ALIP New Business and Underwriting includes out-of-the-box interfaces with an extensive list of third party vendors to accelerate integration and further automate and streamline the underwriting process.

- **Speed product introduction.** Deep out-of-the-box functionality, including an extensive and growing library of product templates, business rules and interfaces, accelerates product time to market—all production tested to work in your real-world environment.

4 keys to more efficient new business and underwriting.

**CONFIGURABLE RULES ENGINE.** The Business Configuration Workbench simplifies configuration of rules and web pages. Automate your workflow and track requirements for each step of the application lifecycle—from new business application to underwriting decision and policy issue. The configurable rules engine automates order requirements, and sets rules on “instant issue” underwriting decisions.

**RAPID AUTOMATION.** Reflexive questioning helps improve underwriting decisions. Evidence ordering and evaluation of results return decisions that reduce manual intervention and speed underwriting. System-generated tasks, automatically assigned and delivered, orchestrate your workflow for maximum efficiency.

**CONSOLIDATED VIEWS.** A “single view of the truth” enables effective collaboration among agents, case managers and underwriters to document, review, track and revise financial and medical underwriting requirements. Easily track in a consolidated view, required actions and the status of insured and case-level requirements, tasks, case notes, application data, decision factors and decisions.

**INTEGRATION.** Standard file formats based on ACORD standards integrate consistently and seamlessly with other applications, including those from third-party vendors.
GET MORE FEATURES THAT AUTOMATE AND SIMPLIFY

ALIP New Business and Underwriting can streamline your operation with the following powerful features:

BUSINESS CONFIGURATION WORKBENCH
• Enables carriers to own their processes and automate requirement orders, electronically evaluate requirement results, and continually adapt new business and underwriting processes
• Easily configure business rules, workflow, and define user conditions and actions
• Supports “instant-issue” underwriting decisions or recommends underwriter review
• Easily create web pages without a web developer or programmer

ELECTRONIC APPLICATIONS
• Receive electronic applications and images from external portals via an ACORD transaction
• Web-based user interface, with reflexive questions presented dynamically, populates and generates completed new business forms for signature
• Electronic signature, digital form and pen integration, in addition to industry standard signature tablets
• Seamless application and underwriting integration

AUTOMATED UNDERWRITING
• Automates underwriting decisions from simplified to complex iterative analysis
• Pre-populated and configurable underwriting guidelines and rules
• Iteratively evaluates application data and evidence with a series of underwriting decisions including: approve automatically, request additional information from third-party sources, or refer the case to an underwriter.
• Automatically assign risk and ratings.

CASE WORKBENCH
• Consolidates and maintains case data in one place, including application data, insured and case level requirements, tasks, case notes, images, decision factors, amendments, reinsurance and decisions
• Alerts to an underwriter for application data or evidence that it’s out of bounds.
• Configure user rights to permission which sections within the Workbench users can view
• Configure which data to display in each section within the Workbench

CASE MANAGEMENT
• Flexible rules automatically assign cases, and when work is required, generate and deliver tasks to assigned user/team
• Facilitates data validation and complex tasks related to case administration
• Role-based security
• Complete audit history of changes

REQUIREMENTS MANAGEMENT
• Out-of-the-box-ready ACORD interfaces to third-party providers further streamlines and automates the underwriting process
• Automated requirements orders and workflow matching and follow up
• State-specific and other custom requirements forms
• Reporting and analytics for enhanced requirements management

CASH MANAGEMENT
• Supports checks, EFT, credit card and wire transfers
• Interface to support bank feeds
• Transfer and exchange support

CLIENT MANAGEMENT
• Separates client data for client-centric processing
• Advanced search capabilities
• Client search feature pre-populates application fields

WORKFLOW
• Work orchestration and routing includes task box management
• Rules-based process flows managed and tracked by the platform

AGENT PORTAL
• Simplified agent experience
• Full transparency into the new business process
• Collaboration with underwriters and case managers

PRODUCT CONFIGURATION WORKBENCH
• Out-of-the-box-ready product templates—preconfigured and production tested—accelerate product introduction
• Preconfigured rules around new product features, riders and benefits easily adapt to your underwriting preference
GET MORE THAN SOFTWARE.
Industry experience backed by technology expertise drives success

ALIP is backed by the depth and breadth of Accenture's people, processes and programs. This powerful combination has positioned ALIP as a leader, recognized by key industry analyst organizations. Here are just a few highlights that set us apart in the market:

**Delivery "Know How".** Once you decide to modernize we know it's important to go live quickly with minimal disruption or surprises. Our approach maximizes upfront value so your plan and budget reflect the highest return in the least amount of time. We help you identify high-value capabilities, services, and products to create a delivery roadmap that accelerates your digital business transformation.

With more than 2,000 combined years’ ALIP experience, our delivery teams apply proven best practices and tools that eliminate upfront legacy complications. Whether you have fully defined and vetted business needs and processes, or want to leverage an iterative approach, ALIP’S delivery techniques and Accenture's global scale combine to drive accelerated business value.

**Base First Approach.** ALIP’s development and enhancement program, Base First, directs all Accenture and relevant client configuration enhancements back into the base platform, continually expanding the number of product templates along with an ever-growing library of real-world, client-tested functionality, improvements and best practices. The program greatly reduces time and need for client customization, configuration, and testing, resulting in accelerated speed to market and lowered costs.

**Continuous Upgrade Program.** To help our clients remain current and gain access to our ever-growing library of product templates, configuration and overall enhancements, our Continuous Upgrade Program provides upgrade predictability at a fraction of the cost of traditional “big bang” upgrades.

**Superior Integration.** Speed implementation with ALIP’s Interface Exchange, a library of pre-tested, ready-to-use interfaces, APIs and B2B services. Easily expand your IT and partner network with this ever-growing library—interfaces built for one client benefit all. And build and test interfaces in real time using our Integration Workbench.

**Accenture Life and Annuity Software Client Advisory Board.** This active community of client executives guides product development and services programs that serve common interests.

**ALIP University.** Gain self-sufficiency with training and certification on ALIP. Courses address skill levels from novice to advanced on key ALIP functions.
CONTACT US

NANCY BASS
Sales and Client Management Lead
Accenture Life and Annuity Software
nancy.bass@accenture.com

Or, visit www.accenture.com/lifeandannuitysoftware

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 approximately 401,000 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.