

More successful after chain integration

Integrated policy and claims
management system for insurers



Axon

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 **Keylane**

Unigarant successfully modernised front, mid and back offices

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“The new system had to be based on modern technology, because we wanted a future proof system.”



Integrated policy and claims management system for insurers

Unigarant Verzekeringen, a Dutch general insurance company, completely replaced and renewed their front, mid and back office systems, including the extranet for brokers. The legacy systems didn't meet the business needs, like product innovation, any longer. For this reason, Unigarant implemented one new, modern management system. Including policy conversion and other data from the old systems. Implementation was not easy, but the results were there.

Outdated technology

IT is fundamental for policy and claims management. It is of crucial importance that the management system functions well, for the internal Unigarant employees as well as the numerous brokers and consumers. They need an easily accessible online platform. In the past years Unigarant's outdated system showed many gaps. "For example, the legacy system's functionality was no longer adequate for the continuous development of new insurance products," says Marin Roos,

Manager Change & Innovation at Unigarant. Management also became complex, because the business logic was not integrally managed. Unigarant used two systems. The employees used the internal administration system, for the Unigarant product distribution brokers used the external system. This often led to double data entry and double data changes. Marin Roos: "In other words, a lot of data entry was done twice, or worse, data were wrongly entered. That is not efficient at all."

Replacing front, mid and back offices

Unigarant decided to replace both systems by one new management system. The insurer set high preconditions for this new system. "Quotations, policy underwritings, change requests and claim reports had to be processed fully automatic," says Marin Roos. "We wanted straight through processing and easy access for the diverse group of users. In addition, the new system had to be based on modern technology, because we wanted a future proof system."

One integrated system

After an intensive selection process Unigarant chose the Keylane's Non-Life solution Axon: a fully integrated web based policy and claims management system. Axon supports the front, mid and back office processes

during the lifetime of policies and claim reports. This all takes place in one system, supporting all channels for the different end users: internet, extranet, intranet and web services.

Chain integration makes working with the new management system easy for all parties: from employee to end consumer. "Non-recurring dataentry at the source increases operational excellence," says Marin Roos

Conversion in one weekend

The implementation faced the biggest challenge in the last phase. Keylane had to convert Unigarant's complete portfolio to the new Axon system. This meant 2,500,000 policies, 150,000 claims, 5,600,000 relations, 15,000 brokers, 54 customer products and 80 proxy products. Moreover, the conversion to the new platform that runs on modern

IBM hardware, had to be done in one weekend. "Considering the extent of the project, this was a tremendous performance by all parties. And end users didn't encounter any interferences," says Marin Roos.

Satisfied users

Today, 10.000 end users use the new management system at Unigarant. The insurer is satisfied with the new solution: "The system's user friendliness is the biggest asset for the end user. It enables real-time data processing and modern techniques are used. A major improved extranet makes that we can provide an even better service to our customers, brokers and business partners, while the operational costs are decreasing. The new system is solid for the future and allows us to further expand our market position."

"The ever so important click was there."

Marin Roos (l), Manager Change & Innovation at Unigarant and Ralf Timmer, CEO Keylane



Ralf Timmer, Keylane Executive Board member, is also enthusiastic about the successful project: “Unigarant fully modernised its core administration processes. Processing new products and product changes, automatically processing policy underwritings and claim reports and connecting new business

partners, this now can be done in a very short time.” That was precisely Unigarant’s goal.

Shoulder to shoulder

Unigarant is still very excited about the cooperation with Keylane. “Considering the projects extent and complexity, we are greatly satisfied with the results. During the conversion

we didn’t experience any problems and there were no big technical issues. For me the tight involvement of the different parties was the key to success. The ever so important click was there. And we were eager to finish the project successfully,” concludes Marin Roos.

Motive

- Long lead time to product innovation
- Outdated technology
- Complex IT landscape with high costs
- Business innovation restricted by IT

Results

- One integrated online platform for both internal and external users
- Automatic processing of policy underwritings, policy changes and claim reports
- Support for multi-labeling and new distribution concepts
- Simplified IT landscape, with lower costs
- Complete chain integration
- A short time-to-market of new products
- Improved customer service
- More ease of use and efficiency

“The conversion of 2.500.000 policies to the new system was the biggest challenge.”

A photograph of a baby sitting on a beach at night. The baby is wearing a striped diaper and is looking into a glowing jar. The background is a dark blue sky and ocean. The image is framed by white lines.

Unigarant

Unigarant Verzekeringen, a Dutch general insurance company (100% daughter ANWB, Dutch motoring and touring organisation), provides general insurances for individuals in the field of mobility, travel, recreation, leisure and home insurances. These insurances are offered under different labels by brokers and agents. Unigarant also cooperates with bicycle shops, tour operators and several buyers' cooperatives. The insurer is market leader in bicycle and moped insurances and short-term travel insurances. In addition, the company plays an important role in the auto, motorcycle, boat, caravan and recreation insurance market. Over the last few years, the company has grown strongly. Unigarant has turnover of approximately 350 million Euros.

For more information:
www.unigarant.nl

About Keylane

We are the leading SaaS platform provider for the insurance and pension industry. We empower the insurance and pension industry to transform their business and achieve their goals through innovative solutions that redefine how insurance software works. Over 150 customers across Benelux, Nordic and DACH regions run their business on Keylane platforms.

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