Keylane Axon

A flexible, standard SaaS platform
supporting all core insurance processes

It's time to focus: on you

As an insurance company you must deal with ever increasing customer expectations and disruptive newcomers that redefine the marketplace. At the same time, it is also necessary to focus on sales and profitability.

The most effective way to differentiate in such a dynamic market is to anticipate and adapt to shifting circumstances quickly, and offer high quality services that are aligned with technological developments.

With Axon, our end-to-end standard solution for insurance, we guarantee service quality for predictable costs, help you improve your digital capabilities, accelerate your time to market and empower you to quickly adapt to market requirements.

"The only way forward is to digitalise all our products and services and offer customers and business partners a fast and transparent multi-channel experience."

Manager Digital Transformation

What's going on in the insurance landscape today?

"The more complex our business becomes, the more difficult and expensive it is to comply with the ever changing rules and regulations and to act promptly on possible risks."

Risk & Compliance Manager

"In this competitive market, it is crucial for us to keep our focus on top-line sales and bottom-line profit, as we build long term, profitable relationships with customers and partners."

CEO

"I'm looking for a modern insurance provider that understands my needs and handles my requests quickly, transparently and at a reasonable price."

Customer

"We are looking for ways to greatly improve our time to market for new products, product changes and business rules."

Product Manager

The answer is Axon

Axon helps you to break through the challenges your company is facing. With a secure cloud platform that seamlessly integrates with your own application landscape.

While you care about your customers, we take care of your critical business processes.

Building a digital insurance solution from the ground up

Based on Keylane Axon, ING built a new insurance company from the ground up, replacing three legacy systems and migrating a million policies. Axon is connected with the company's website, mobile app and CRM software.

With Axon, costs are much lower than before, and ING can now easily make product changes to adapt to customer needs quickly, which has already resulted in a five star review for their travel insurance product.

Axon at the heart of your business

Omni Channel

Axon's service-oriented architecture allows you to serve different user groups via different channels and devices by using the Axon user interface or by connecting your own website or (mobile) application to the Axon service layer.

Actions initiated by one user on a channel can be completed transparently by another user on another channel.

360° view

At the heart of Axon is a 360° customer view that provides insight into your customers and their behaviour. This enables you and your partners to better understand your customers, and spot opportunities and risks that empower you to deliver optimal customer experiences.

Customer Centric

With Axon you can offer customers, intermediaries and business partners a 100% digital platform to manage their applications, policies and claims quickly, easily and securely.

Business Agility

With straight-through processing, Axon grants insurance companies the ability to handle quotes, policy applications, alterations, and claims quickly and efficiently. Complex business processes are handled within minutes, granting your business the agility required to be a truly digital insurance provider.
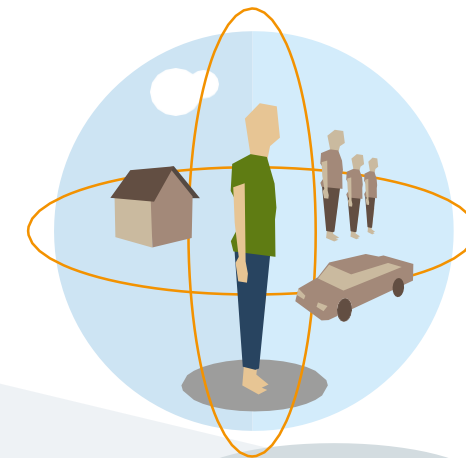
Risk & Compliance

Meeting constantly changing rules and regulations like Solvency, GDPR and IFRS can be difficult and expensive. As a leading software vendor in the insurance market, Keylane enables its customers to fully comply with the latest rules and regulations.

Multi-Everything

Whether you operate in different countries, work with various currencies or are organised in multiple business units or companies, Axon supports your business with one integrated software platform.

Axon redefines the way insurance software works. When the landscape changes, so does the way we interact.

Make use of 100% web-based software in a secure private cloud environment that fully integrates with your own application landscape. An ISO 27001 and ISAE3402 certified environment that is robust, scalable and secure. No need to worry about installation, configuration, performance, upgrades, maintenance or disaster recovery. We take care of it all.

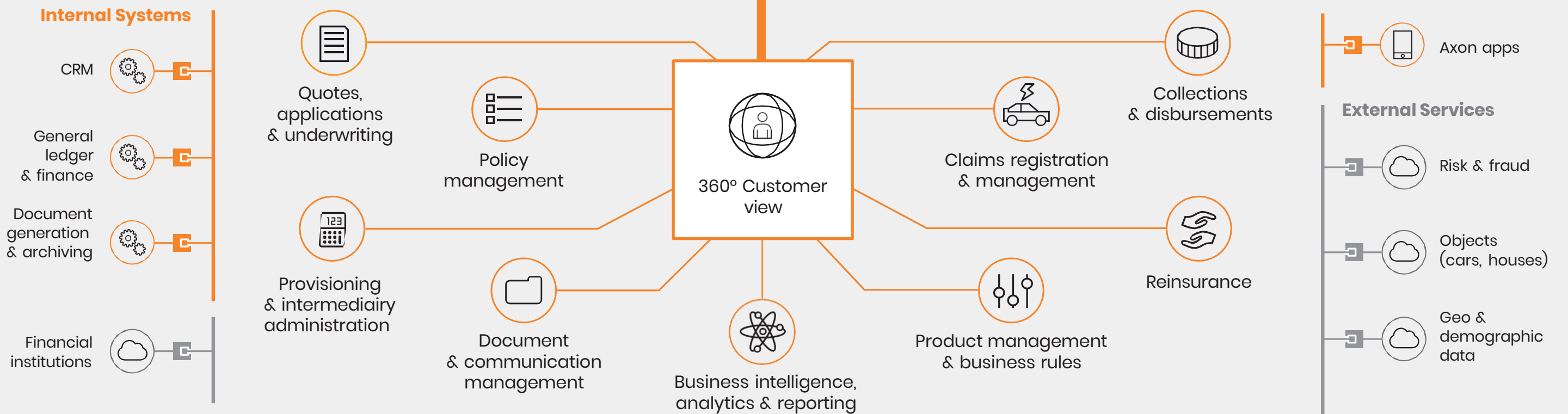Employee   Intermediary   Customer   Business Partner

Axon UI   Intermediary systems   App Website   Business Partner systems

Axon Service Layer

Internal Systems

CRM

General ledger & finance

Document generation & archiving

Financial institutions

Quotes, applications & underwriting

Policy management

Provisioning & intermediairy administration

Document & communication management

360° Customer view

Business intelligence, analytics & reporting

Claims registration & management

Product management & business rules

Collections & disbursements

Reinsurance

Axon apps

External Services

Risk & fraud

Objects (cars, houses)

Geo & demographic data

Quotes, applications & underwriting

Create workflows, forms and rules to – manually or automatically – handle quotations, applications and alterations. Configure different workflows and settings for each company or product. Easily define rules for validation and acceptance.

Policy management

Use flexible and Smart workflows to create straight through processes from request to policy administration. With a full audit trail for historic, current and future policy versions. Organise policies in packages or group contracts.

Provisioning & intermediary administration

Manage intermediaries, their distribution agreements and provisioning rules. Store all settings and preferences of an intermediary, or import these from other systems. Use hierarchies to organise intermediaries and authorisations.

Document & communication management

Manage and store all communication with customers, intermediaries and partners, including all enclosed documents., such as email, print, post, letters and policy terms.

Business intelligence, analytics & reporting

Create management information and business insights through standard reports or ad-hoc analysis. Select from a variety of reporting packs for internal use and to comply with all applicable rules and regulations. Create new reports to analyse information by intermediary (type), product, coverage, district, target group agreement, etc. With Axon's reporting tool or by using any common business intelligence tool.

360° Customer view

Collections & disbursements

Use the fully integrated accounts administration for collection and disbursement of premium and claim amounts. Maintain amounts per account and manage the dunning procedure. Interface directly with your bank and process and match bank statements.

Claims registration & management

Configure user friendly, rule-based forms and dialogues to let policy holders, intermediaries and brokers register and process claims. Handle claims quickly and 100% digitally using straight through processing. Manage communication, payments, concerned parties and action lists.
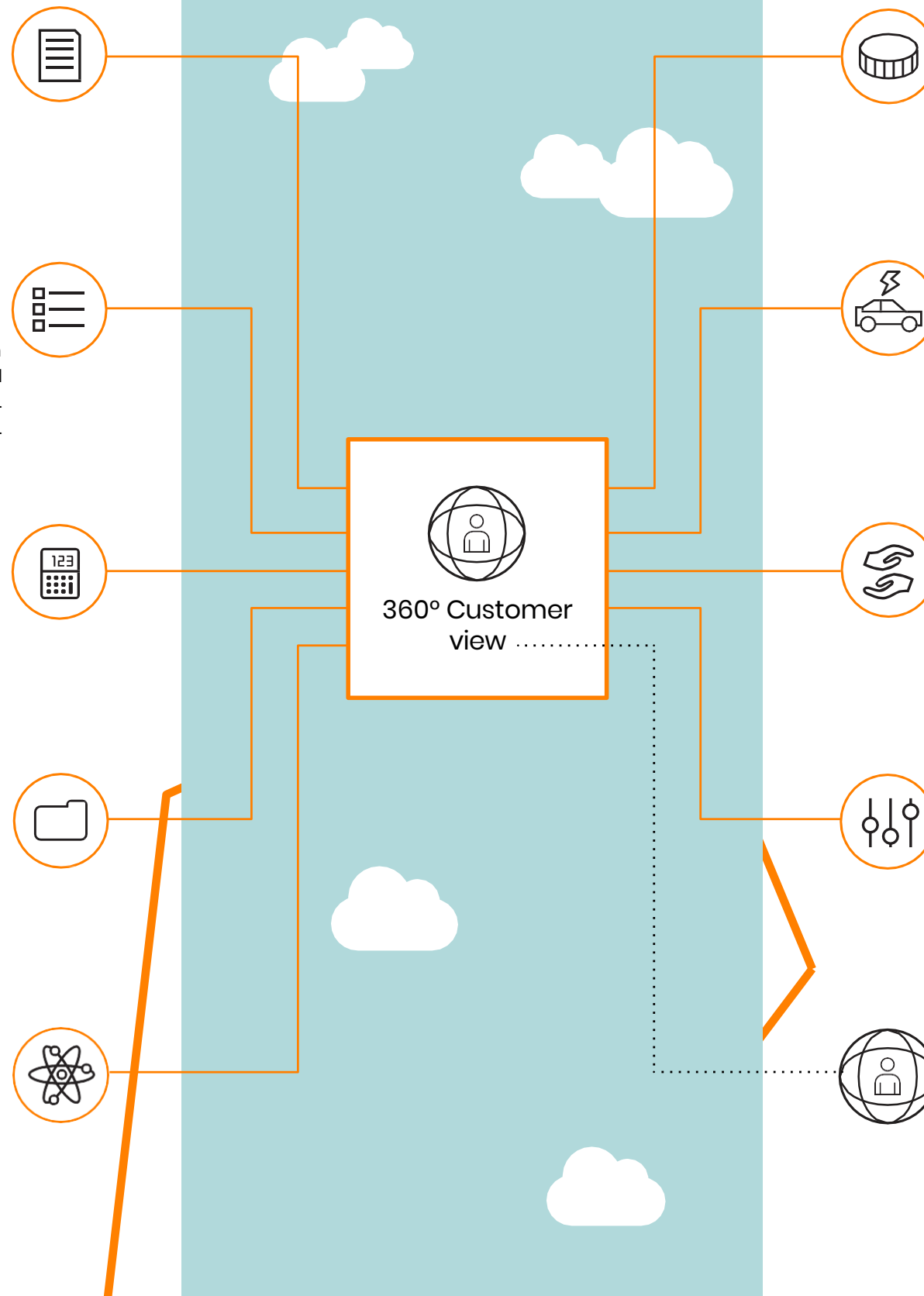
Reinsurance

Manage proportional and non-proportional re-insurance contracts and continuously maintain the financial positions of the insurer and re-insurers.

Product management & business rules

Quickly configure insurance product and associated forms and dialogues for all channels and devices, with reusable building blocks and without programming. Easily define and change business rules for acceptance, premium and damage payment calculations, discounts, risk assessment, etc.

360° Customer view

Keep track of all relevant information on customers, intermediaries and business partners. Integrated in one place. To offer the best service possible and detect possible fraud.

If you want to go fast, go alone. If you want to go further, go together.

With a dedicated implementation team of experienced insurance and pension consultants, you can be assured of a smooth Axon implementation. Our customers can affirm that we always live up to our promises.

Consultancy

Keylane consultants are fully focused on the pension and insurance industry. With over twenty years of experience and a specialist approach for each segment. Our consultants have a keen eye for new market developments and the opportunities they offer for our customers. Together we you, our consultants work closely to prepare comprehensive business cases for the implementation of Axon or new Axon functionalities.
We always aim to offer clear and measurable business benefits in terms of reduced time-to- market of new products, IT cost efficiency, and customer satisfaction.

Implementation

At Keylane, we have over twenty years of experience in software implementation within the complex environments of major insurers and pension providers. In over 90 successful projects we have developed an effective, standardised work process that we continually improve and update with every new project. An agile approach based on active user involvement and risk reduction through best practices, that guarantees predictable project deliverables and fulfilment of your business goals. Based on well-known IT development and implementation methods like SDM, DSDM, Agile and Scrum.

Migration

When implementing a new software platform, data migration can become a challenging and expensive affair. That is why we have a dedicated competence centre for data migration that helps our clients to carry out migrations in a completely controlled way. Converting data using a proven, standardised and fully automated method with intensive testing of the design, the performance of the migration and the conversion software is performed before migrating your actual data.

A new standard in car insurance

Bank insurer Belfius, known as a pioneer in electronic banking, now sets the standard for car insurance in Belgium. By simply entering their license plate number into a mobile app, customers can get a quote and settle a policy in less then two minutes,.

The Belfius app runs on top of Keylane Axon, where internal and external data is combined to provide tailor made and competitive quotes, without asking customers for additional information. With Axon's straight through processing, the app also supports complete digital settlement of claims.

Keylane: unlock tomorrow today

Keylane is the leading provider of software solutions for insurers and pension providers. Keylane's state of the art solutions address all the needs of a modern digital company, and can be tailored perfectly to meet even the most demanding requirements.

Keylane software solutions run in a fully controlled and secured private cloud environment as open platforms that can be easily connected with the existing ecosystem of applications, websites and technology within your company. Not only do we guarantee you a successful software implementation upfront, our highly experienced insurance and pension experts also help you to deliver new and innovative products, increase customer satisfaction, reduce costs and improve time to market.

Some of our clients

a.s.r. de nederlandse verzekerings maatschappij voor alle verzekeringen	ABN·AMRO
AEGON	anwb
Allianz	Belfius
Ditzo	ennia
ERGO	Jbf bank og forsikring
unigarant verzekeringen	NN
univé	VIVAT

A usage based car insurance

Unigarant, part of Dutch ANWB, launched the Safe Driving Car Insurance. This insurance rewards customers that drive safely with a direct discount on their premium.

To make this possible, Keylane provided interfaces with telematics tools for Axon and implemented automatic processing of premium adjustments based on car usage measurements. The product is a big success and Unigarant is allready looking for applications of usage based insurance within their other products.

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