Keylane Axon

A flexible, standard SaaS platform supporting all core insurance processes

It's time to focus: on you

As an insurance company you have to deal with ever increasing customer expectations and disruptive newcomers that redefine the marketplace and, at the same time, keep your focus on sales and profitability.

The only way to differentiate in this dynamic arket is to anticipate and adapt to shifting circumstances quickly, offer high quality services and keep up with technology development.

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

"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 and to build a long term and profitable relationship with customers and partners."

CEO

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

Customer

"We are looking for ways to strongly improve our time-to-market for new products and changes in products 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, not only costs are much lower than before, ING can now easily make product changes to adapt to customer needs quickly. Already resulting in a five star review of 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. 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.

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 secure.
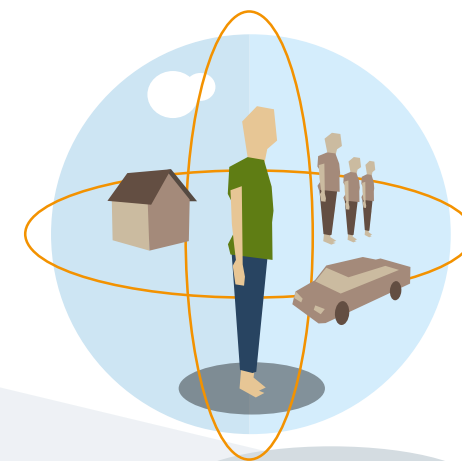
Risk & Compliance

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.

360° view

At the heart of Axon is a 360° customer view that provides insight into your customers and their behaviour. So you and your partners have the opportunity to better understand your customers, spot opportunities and risks in time and help every customer in the best possible way.

Business Agility

With straight-through processing, Axon enables insurance companies to handle quotes, policy applications and alterations, and claims quickly and efficiently. And to, easily launch new products and handle complex business processes within minutes. Giving you the business agility that is needed for a truly digital insurance provider.

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

Make use of 100% webbased 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.
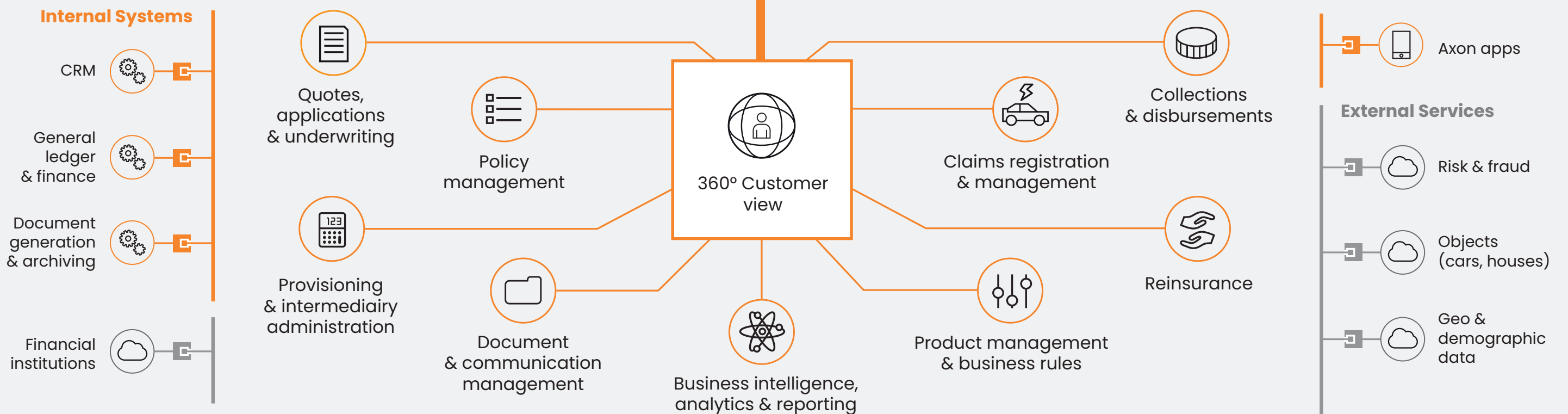
Employee

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

Collections & disbursements

Reinsurance

Product management & business rules

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. Organize policies in packages or group contracts.

Provisioning & intermediairy 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 instances with customers, intermediaries, partners, including the enclosed documents. From email to print & post, and from letters to 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 and rule based forms and dialogues to let policy-holders, intermediaries and brokers register and process claims. Handle claims fast and 100% digitally using straight through processing. Manage communication, payments, parties concerned and action lists.
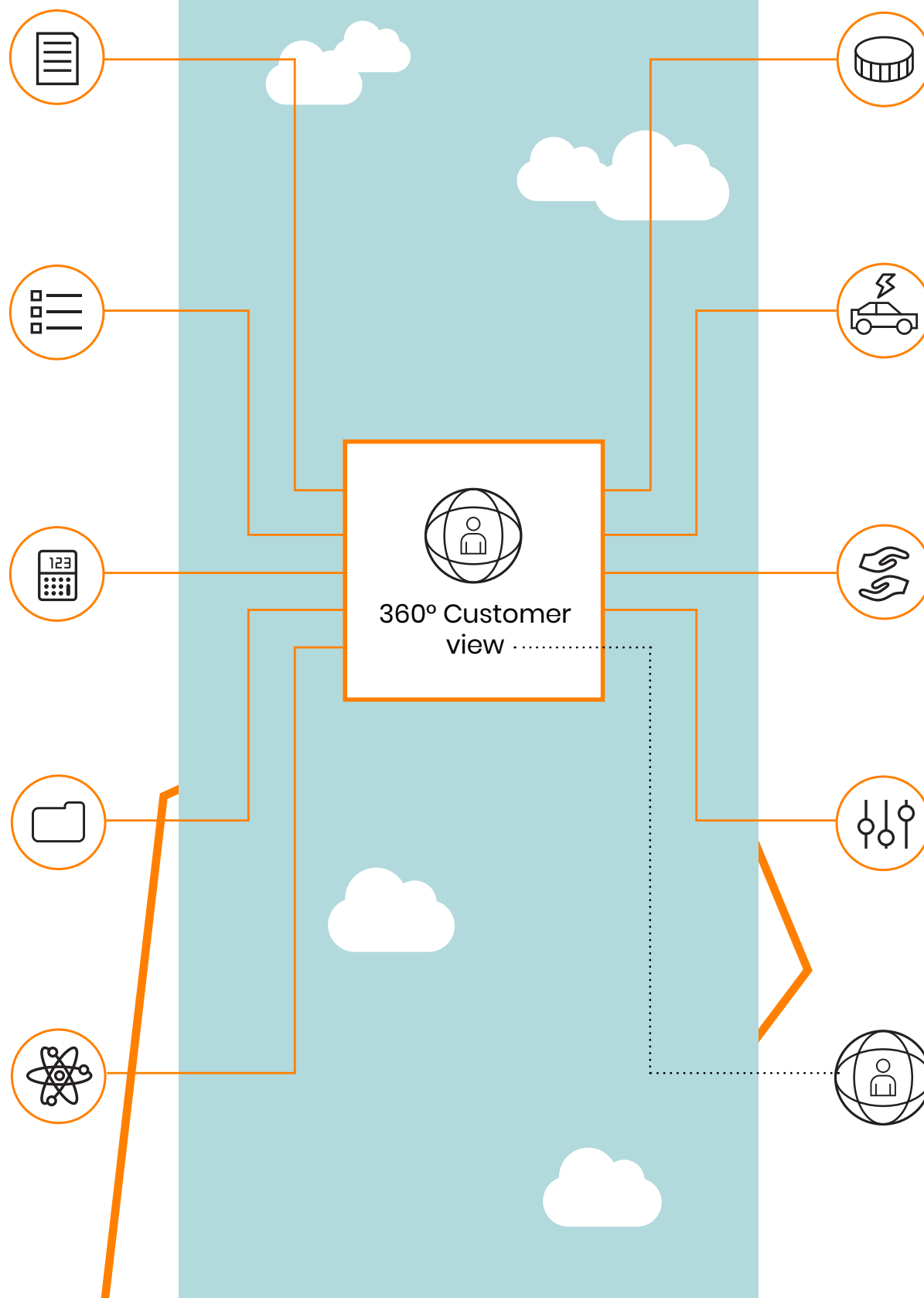
Reinsurance

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 products 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 far, go together.

With a dedicated implementation team of experienced insurance and pension consultants and the best practices we developed over the years, you are assured of a smooth implementation of Axon. 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 in these sectors and a specialist approach for each segment. They always keep a keen eye on new developments in the market and the opportunities they offer for you. Our consultants work closely together with you to prepare comprehensive business cases for the implementation of Axon or new Axon functionalities. Always aimed at clear and measurable business benefits in terms of reduced time-to-market of new products, IT cost cutting, and higher customer satisfaction figures.

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 various 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, theperformance of the migration and the conversion software 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. With a mobile app, customers can get a quote and settle a policy in less then two minutes, by just entering their licence plate number.

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.

Belfius

Keylane: key to opportunity

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 and improve results.

Some of our clients

ÆGON	univé
Bovemij	unigarant verzekeringen
Allianz	Debeka
COGITANDA CYBER IS US.	o.v.r. de nederlandse verzekerings maatschappij voor alle verzekeringen
Ditzo	JBF
ABN·AMRO	Belfius
NN	europ assistance
Corona Direct Verzekeringen	Granne forsikring

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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