



Reinsurance Underwriting and Claims

Rapid application development as a foundation for profitable growth.

A fast-growth reinsurance start-up reached a tipping point.

Appian worked with a business that had been growing at a steady pace from the start, supported by no more than a core finance system. New business that came in and the rare claim that was filed were handled via email, spreadsheets, and other office-oriented databases. Colleagues had time to walk down the hall and collaborate on various matters—a status update, perhaps, or the experiential feel on a piece of business.

Fast forward 20 years, and this organization was launching new products and seeing an increased volume of business. They were expanding into two new countries, having started out in just one. With an unyielding commitment to quality over quantity, the organization needed to scale with either people or technology; they chose technology, as it allowed for a more viable expense model.

However, add-on modules for their existing finance system were expensive and did not align with the modern capabilities required. Neither were the capabilities of other traditional reinsurance systems. None was omni-channel nor mobile out-of-the-box, and they could not be configured to accommodate the uniqueness of this fast-growing reinsurer without complex coding.

Was there an alternative?

Answer: Yes, a low-code, rapid application platform that enables them to build once and deploy anywhere.

Ultimately, they selected Appian to run operations, delivering the following:

- An agile development methodology to a company focused on speed and quality.
- A new business underwriting application in four weeks—from idea to production.
- Automation of the remaining underwriting processes in 16 weeks.
- A claims application in six weeks.
- Automation of the remaining claims processes in 24 weeks.

Key reasons for carriers to digitally transform:



Technology developments will dramatically help insurers and reinsurers to better run their businesses.

—The Reinsurance Industry in 2020 SCOR report



Technology will reduce delays and increase reactivity, therefore reducing or even eliminating insurance and reinsurance cycles.

—The Reinsurance Industry in 2020 SCOR report

Enabling digitized underwriting and claims processes resulted in the following:

- Increasing revenue while keeping expenses in line.
- Continued growth without the expense of additional staff.
- A role-relevant user experience with 24/7 accessibility from any device, at any location.

Appian technology aligns with the ever-changing needs of customers to enable growth and drive efficiency across their enterprises.

Financial services and insurance firms are no longer willing to be held back by legacy technology, and the large-scale, rip-and-replace of complex core administration systems is not viable. The Appian platform scales for the smallest to the largest programs, enables rapid development of applications, and can be delivered on-premise or in the cloud.

What can Appian do for you?

- Quickly address priority projects via low-code application development.
- Leverage existing IT investments by converging data from disparate systems into one view.
- Build applications in weeks, not months—and deploy anywhere.
- Enable an agile, contextualized view of data from any source.
- Foster IoT innovation and application by adopting an agile development methodology.
- Deliver a connected experience for all users—both internal and external.

Appian provides a leading low-code software development platform that enables insurance organizations to rapidly develop powerful and unique applications. The applications created on the Appian platform help companies drive digital transformation and competitive differentiation.

For more information visit
appian.com.