



Appian for Insurance

CUSTOMER CORRESPONDENCE MANAGEMENT

- Streamline procedures for processing external and internal correspondence
- Avoid duplicate processing by managing responses within the system
- Achieve greater visibility with detailed reports
- Easily manage workloads from a simple landing page

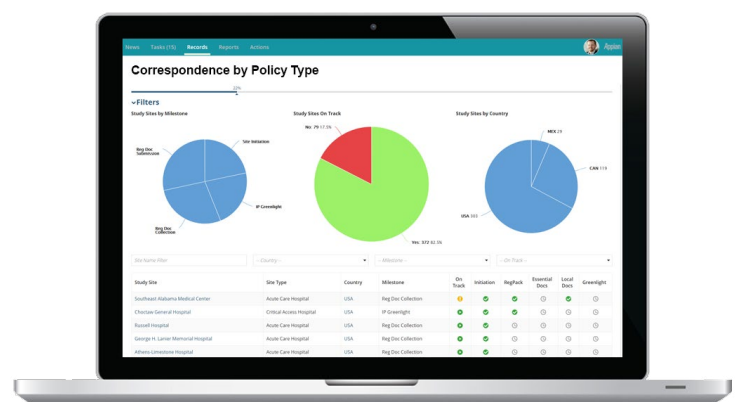
Insurers manage a massive number of documents for customers, including information related to quoting, policy endorsements, claims, billing, and other miscellaneous correspondence. Because insurers often offer different lines of business, it is common for all of this information to be stored in with each policy, preventing a 360-degree view of the customer.

Additionally, this web of disparate, siloed solutions hinder insurers from being able to digitally manage and file documentation, making it difficult to maintain an auditable record for regulatory compliance.

SIMPLIFY CUSTOMER CORRESPONDENCE MANAGEMENT

Forward-thinking insurers are deploying a digital approach that spans information capture, identification, and responses. With Appian, insurers can simplify processes and increase visibility into their customer correspondence management process.

- **Workflow templates** enable seamless collaboration
- **Automated processes** cut down on manual, time-consuming tasks
- **A single interface** gives users a unified view of customers in all lines of business
- **Improved reporting** leads to operational efficiency



FOCUS

Transform your business processes and become a connected company in the digital world.

- Eliminate inefficiencies with a view of bottlenecks and overdue processes on one singular interface
- Make more accurate decisions faster by converging all relevant data into a single view
- Avoid duplicate processing by managing inquiry responses within the system
- Speed up workflows and boost cost savings with automated tasks

TAKE CONTROL

With Appian, you can quickly build, deploy, and scale enterprise applications for your policy issuance and underwriting operations, including:

- Insurance Product Management
- Complex Policy Quotation
- Medical Underwriting
- Underwriter Case Management Workbench
- Product Profitability and Risk Reporting
- Underwriter Authority Management
- Reinsurance Risk Exposure
- Mortgage/PMI Processing

PREPARE FOR THE FUTURE

The digital world is faster, smarter, and more connected, and insurance companies need a platform to adapt to the new pace of change.

It takes speed and power to deliver transformational solutions. The Appian low-code application platform provides both, while leveraging your legacy IT investments.

With Appian, organizations can build web and mobile apps faster, run them on-premises or in the cloud, and manage complex processes end-to-end, without limitations.

LEADING ORGANIZATIONS TRUST APPIAN:



Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com