10x customer satisfaction

Higher operational efficiency

40% reduced cost

Achieve seamless integration of technology into operations & enhance customer engagement with our suite of **Insurance Support Solutions.**

Insurance Support Solutions

Our suite of Insurance Support Solutions allows seamless integration of technology into operations and advanced customer engagement with:

- Business process management
- Intelligent automation
- Regtech & automated QC platform
- Omnichannel customer contact
- Data analytics
- InsureTech platform

Business Value

Increased profitability and resource optimization with Business Process Management

Flawless execution capabilities across front, middle and back offices. 1,800 FTE processing of 17M+ documents, data verification of 9M documents and 3.3M+ contact center calls

Enhanced operational productivity and agility with Intelligent Automation

Suite of Solutions using RPA, AI, NLP, Machine Learning, Machine Vision and Automated Data Ingestion

Reduced risk exposures with a Regtech & automated QC platform ⓔ COPASYS

Combination of automation and data analytics to deliver 20X faster testing, 100% sampling coverage and 100% accuracy

Superior customer experience with Omnichannel Customer Contact

24*7 contact center operations with self care options and data analytics

Informed decision making and competitive advantages with Data & Analytics

Data quality, master data management & governance, predictive analytics, cognitive & analytics blueprinting

Core transformation with a InsureTech platform

Duck Creek Policy Administration System (PAS) - product/ LOB/State rollout. End-to-end execution model, on-demand resourcing, productivity tools, and knowledge management. Improve operational efficiency by 70% & margins by 18%

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Core Capabilities

Business Process Management

Distribution Management
- Agency setup

New Business/ Underwriting
- Application data entry/ review
- Data validation
- Document verification
- Pre & post underwriting review
- Policy setup

Policy Administration
- Indexing
- Policy changes
- Endorsements & renewals
- Premium billing/ follow up

Billing & Collection
- Reconciliations
- General accounting
- Collections

Claims Management
- Indexing and categorization
- Claims setup
- Eligibility verification
- Disbursements and payments

Omnichannel Contact Center

Customer & Broker Experience
- Customer inquiry, endorsements, policy changes
- Email/chat support
- Business account maintenance & centralized request management
- Legal operations and branch support
  Social media interactions and monitoring

Billing & Collection
- Billing inquiry, 30 & 60 day notices

Claims Management
- Customer inquiry, status updates, customer satisfaction
- Claims intake

Point Solutions

Intelligent Automation:

Front Office: Digital Onboarding: Automated subscription-based event notifications and alerts | Smart Onboarding, pre-filled forms, digital-signatures, NLP/Chabot to help complete tasks, ability to trigger automated workflows | **Middle Office:** Automated ETL/Data flows | Customer 360-degree view Rules engine and Data Analytics to meet regulatory requirements like Anti-Money Laundering, Fraud detection | **Back Office:** Integration with counterparty systems, 3rd party systems | RPA, NLP, Optical Character Recognition, Bar- Codes/QR codes and Intelligent Routing Process transformation and consulting

COPASYS RegTech and Automated QC Platform

Consolidated platform of rules and regulations, checklists, SOPs for testing | Dynamic testing automation operations, business controls, QC and compliance functions | Quality checks across all three lines of defense and insights to external auditors and regulators | Easy configurability and quick implementation | Data Analytics and reporting

Data and Analytics:

Data Integration | Data Quality | Master Data Management | Data Governance | Business Intelligence | Data Warehousing Implementation Predictive Analytics solutions | AI based Data Ingestion | Cognitive & Analytics Blueprinting

InsureTech platform:

Consolidation Strategy, Assessment, and Roadmap | PAS Conversion and Transformation (PACT) framework | Duck Creek Core Systems – End-to-End Transformation and Modernization Services | Duck Creek Platform Upgrade Services | Decommissioning and Version Upgrades

Case Study

Testing 100% of hazard insurance changes 20X faster with 100% accuracy with Copasys®

Read Case Study

Improved accuracy & efficiency of quality audits in disbursements for Property Insurance

Read Case Study

50% faster issuance of policies with expedited customer onboarding

Read Case Study

Reducing quotation turn time from 15 minutes to 1 minute to enhance customer experience

Read Case Study

50% reduced manual UW activity and 25% improvement in data entry using AI/ML

Read Case Study

3X increase in Insurance submission processing rate using AI/ ML

Read Case Study

Coforge

About Coforge Business Process Solutions

Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises.

Coforge Business Process Solutions (Coforge BPS) offers services as well as digital platform solutions to its clients in multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

We help organizations deliver:

Transformation

- 12 digital platform solutions
- 600+ business processes

Effective business outcomes

supported by Digital Platforms, Intelligent Automation, RegTech, Data & Analytics, & Omnichannel Customer Service

Flawless execution

- 100% commitment to SLAs
- 99% transaction accuracy

Scalability

- 21,000 professionals
- 7,000+ dedicated to BPS
- 0.5B transactions annually

Business Growth

Deep domain expertise with over 20+ years of industry experience

Strong compliance

100% adherence to regulatory and business requirements

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.

- Banking & Financial Services
- Mortgage, Title Insurance & Property Tax
- Insurance
- Travel, Transport & Hospitality

COPASYS
An enterprise-wide automated platform for QC and Regulatory Compliance

LoanAccel
Pre-Underwriting Support Solution

RETS
Real Estate Tax Servicing Platform

SMARTPROP
Property Title Search platform

SmartTrak
Property Tax Platform

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