TECH mahindra

CASE STUDY

Commercial Insurance Reimagined: 100% Automation with Tech Mahindra's Client Portal

Overview

The commercial insurance industry is always looking for ways to streamline operations and improve customer experience. However outdated manual systems, lack of digitalization, and fragmented access present major challenges. The client, the commercial insurance arm of a large Swiss re-insurer, faced these obstacles with manual, time-consuming insurance processes.

Tech Mahindra addressed these issues by developing an intuitive client portal, a self-service digital platform that will help brokers and large customers manage their policies with ease and speed. It automated key processes such as submissions, claims processing, first notice of loss (FNOL), and renewals, to enhance operational efficiency. The platform's scalability allowed for expansion across various lines of business, including International Program Administration (IPA) and Errors and Omissions (E&O), increasing user engagement and cross-selling opportunities. With 261 live accounts and over 2,000 active users across APAC, EMEA, LatAm, and NA, the platform has become the preferred choice for client portals within this industry.

Client Background and Challenge

The client, a major player in the commercial insurance market in Switzerland, specializes in offering a suite of insurance products and services to businesses across various sectors worldwide. This division primarily focuses on commercial insurance, catering to both large corporations and small and medium-sized enterprises (SME).

Prior to the development of the client portal, the client encountered significant operational hurdles due to their reliance on conventional, manual systems, leading to errors and wastage of time. These issues included:

- A lack of centralized access for policy and claim management, causing inefficiency
- Heavy reliance on paper-based processes and email communications, slowing down operations
- Difficulties in providing real-time data and updates for clients and brokers, hindering transparency

Our Approach and Solution

To tackle these challenges, Tech Mahindra developed the client portal in 2016, a self-service digital platform, initially tailored for Property and Casualty (P&C) customers. It was later extended to encompass other lines of business like IPA, Accident and Health, Credit and Surety, Asset Management, etc., evolving into a comprehensive tool for managing insurance needs. The portal was designed to simplify policy management for brokers and large customers and keep it efficient and fast.

Key enhancements and features in the portal include:

Centralized Management for Programs & Policies: A platform for clients to access all insurance program details, monitor policy issuance, and manage premium payments efficiently.

Advanced Claims Processing Services: Enables easy submission and tracking of claims for clients, with enhanced visibility and management of claims documents and history.

Integrated Risk Engineering and NatCat Tools: The portal integrates risk engineering services and natural catastrophe data monitoring, offering valuable insights and alerts directly to clients.

User-Friendly, Unified Access: A sophisticated, intuitive interface accessible across multiple devices, designed to cater to all customer touch points seamlessly.

User Group	Benefits
Customers	- Centralized access to policy details - Streamlined claims processing - Real-time risk management tools
Brokers	- Enhanced access to client portfolios - Improved transaction processing - Tools for risk assessment
Lawyers	- Easy submission and renewal of policies - Efficient management of client cases - Access to detailed legal documentation

Business and Community Impact

Operational Efficiency: The platform significantly enhanced operational efficiency by achieving 100% automation of key policy administration processes, including submissions, FNOL, and renewals.

Scalability and User Engagement: Tech Mahindra successfully replicated the platform for additional functions and lines of businesses (LoBs), like IPA, E&O, Accident and Health, Credit and Surety, and Asset Management. The expansion ensured seamless user experience across different insurance needs.

Widespread Adoption: With 261 live accounts across APAC, EMEA, LatAm, and NA, and over 2,000 active users, the platform has been widely adopted.

Currently, Tech Mahindra is working with the client to expand the portal's potential to other LoBs, introducing new functionalities to drive optimized operations and positive customer experience.

To know more about our self-service digital solutions,
please write to us at:

About Tech Mahindra

Tech Mahindra (NSE: TECHM) offers technology consulting and digital solutions to global enterprises across industries, enabling transformative scale at unparalleled speed. With 150,000+ professionals across 90+ countries helping 1100+ clients, Tech Mahindra provides a full spectrum of services including consulting, information technology, enterprise applications, business process services, engineering services, network services, customer experience & design, AI & analytics, and cloud & infrastructure services. It is the first Indian company in the world to have been awarded the Sustainable Markets Initiative's Terra Carta Seal, which recognises global companies that are actively leading the charge to create a climate and nature-positive future. Tech Mahindra is part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies. For more information on how TechM can partner with you to meet your Scale at Speed™ imperatives, please visit https://www.techmahindra.com/.

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