Appian

Use Cases for Insurance: Pension Administration

Modernize systems while providing a differentiated experience for independent advisors and brokers.

CUSTOMER PROFILE
- Multinational life, pension and asset management company
- Employ 30,000 + people
- Millions of customers
- $30B + in revenue

CHALLENGES
Insurer wanted to provide an improved experience for independent advisors and brokers.

- Help independent advisors and brokers stay informed about their portfolio and identify opportunities for additional sales revenue.
- Automate manual paper-based processes and information flow for service transactions that affect the monthly invoice for premium in a pension program; including change in employee status(hired, fired, LOA), pay increase or decrease, and investment changes.
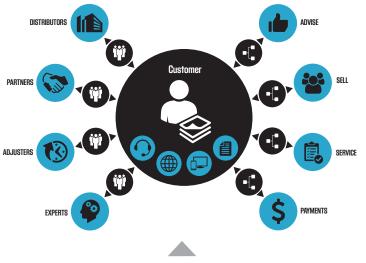
SOLUTION GOALS
Develop differentiated capabilities for advisors and sub-advisors; including the ability to:

- Enable access to customer, employee and contract records as well as aggregate changes, based on robust customer records used by desk adjusters.
- Provide a view of volume and worth of customers, billings and fees, licensing, longevity, etc.
- Offer customer behavior and portfolio information as an add-on service in order to help advisors position products in a more relevant way.
- Improve service transactions and monthly invoicing.

RESULTS
With the Appian Digital Platform and Appian Records capabilities, the insurer achieved experience improvements and cost efficiencies via:

- Expanded customer record that contains operational data; securely exposed to external advisor.
- Coordinated data feed received by the Appian Customer Record with all service transaction changes that have occurred.
- Desk account managers now see changes while a contract is in flight and can project premium impact in advance of the monthly billing to help with revenue projections.

With powerful capabilities to connect the enterprise, Appian enables transformation of complex, disconnected processes, data, and systems.

PRIORITIZE

Capture new markets and new business when you prioritize efforts to better serve customers.

- Increase engagement with an intuitive user interface
- Improve customer service to increase customer loyalty
- Unify process, data, systems, and people for better decisions
- Achieve rapid development of customer-centric applications

FOCUS

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

- Eliminate back-office inefficiencies with rapid digital innovation
- Converge all relevant data to a single location in order to improve decision-making
- Operate on-premises or with cloud-based applications

PREPARE

Achieve the efficiency and agility needed for the future while leveraging existing IT investments.

- Modernize IT infrastructure without a rip-and-replace initiative
- Break down siloed data structures
- Advance enterprise mobility efforts
- Expand implemented solutions to solve future demands

ORGANIZATIONS ACROSS INDUSTRIES TRUST APPIAN

Appian

Appian delivers an enterprise platform for digital transformation that enables insurers to become connected enterprises in the digital world. Powered by industry leading Business Process Management (BPM) and Case Management capabilities, Appian's low-code approach can radically accelerate the time it takes to build and deploy powerful, modern applications, on-premises or in the cloud. The world's most innovative organizations use Appian to revolutionize their customer experiences, transform their business operations, and master global risk and compliance.

For more information, visit www.appian.com