

## Appian for Insurance

### AGENT AND BROKER CHANNEL AUTOMATION

- Facilitate agent and broker engagement with underwriters
- Ensure compliance with underwriting guidelines
- Manage the entire process, from submission to book
- Enable stakeholder collaboration through unified data views

Agents and Brokers are a significant part of the insurance ecosystem, but their efficiency and productivity can be impacted by siloed systems and manual processes.

Of critical importance is a seamless way to collaborate and manage work with underwriters via role-relevant views, enabling a more efficient quoting process across the ecosystem.

*How can insurers empower agents and brokers to deliver the highest level of service to their customers?*

#### MEET THE CHALLENGE

Insurers are recognizing that digitized processes increase agent and broker engagement, and in turn drive new business.

This includes capabilities that speed straight through processing and the ability to prioritize work via a centralized queue, increasing quote capacity, better managing customer requests, eliminating duplicate work and avoiding unnecessary data entry.

The Appian low-code platform enables insurers to quickly deploy digital capabilities that enable more efficient underwriting, streamlined agent and broker processes, and accelerated policy management.

#### With Appian, insurers can:

- Access a composite view of their customer portfolio, enabling insight into their entire book of business
- Create a single view of data from all sources — including legacy systems, databases, spreadsheets — increasing accuracy and productivity

- Streamline and prioritize work to increase quote capacity and close rates
- Track each step in the underwriting process to ensure that new business and renewal deadlines are met



## Agent and Broker Channel Automation

### 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 into a single view to improve and speed decision-making
- Improve the customer experience to increase customer loyalty

### TAKE CONTROL

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

- Contact Center Automation
- Customer Self-Service
- Complex Policy Quotation
- Underwriter Case Management
- Sales Automation and Marketing Management

### 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

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

For more information, visit [www.appian.com](http://www.appian.com)