



## Appian for P&C Insurance: Agent and Broker Channel Automation

P&C insurance agents and brokers play a significant role in the insurance ecosystem. Automating routine tasks into an integrated workflow boosts productivity and optimizes the business connection between P&C insurers, agents, and brokers (intermediated). However, many insurers have yet to automate, still relying on outdated and siloed systems and manual processes that lack the transparency and flexibility needed in today's fast-paced, digital-first environment.

So, how can P&C insurers digitize processes for agents and brokers and enable them to deliver the highest level of customer service? How can they shorten onboarding time to facilitate faster quote-to-premium capture?

### Increased agent and broker channel automation is a business imperative.

Digitizing processes is critical for increasing agent and broker engagement and productivity, which in turn helps P&C insurers drive new business and increase profitability. Technology that increases straight-through processing and provides a centralized queue to prioritize work empowers agents and brokers to increase quote capacity, better manage customer requests, and eliminate manual, duplicative work.

### Deliver a connected agent and broker experience.

Built on the Appian Low-Code Platform, Appian agent and broker channel automation capabilities are a powerful way for P&C insurers to increase efficiency and streamline the quoting process.

With Appian, P&C insurers realize the following benefits:

- Increase agent and broker accuracy and productivity by unlocking a single, 360-view of data from all sources, including legacy systems, databases, and spreadsheets.
- Expedite agent onboarding to fast-track agent and broker productivity, including system setup, admin login, and more.
- Improve communication and efficiency by delivering a self-service portal that can be deployed on any device to agents and brokers or by delivering a portal directly to policyholders.

- Streamline and prioritize work to increase quote capacity and expedite the entire quote process, from submission to policy.
- Track each step in the underwriting process to ensure new business and renewal deadlines are met.
- Enable field agents to handle submissions and access data and documents in the field from any device, including via mobile upload.

### Future-ready your operations.

Today's digital world is faster, smarter, and more connected. P&C insurers, agents, and brokers need a platform that allows them to stay agile and quickly adapt to the new pace of change. It takes speed and power to deliver modern, transformational solutions.

The Appian Low-Code Platform provides both while also extending your legacy IT systems and investments. With Appian, P&C insurers can build and deploy rapidly to maximize resources and improve business results, becoming digital-first leaders not only today, but for the future.

Learn more at [appian.com/insurance](https://appian.com/insurance)

Contact us at [info@appian.com](mailto:info@appian.com)