Appian for Property and Casualty Insurance

As the speed of change accelerates in the insurance industry, property and casualty (P&C) insurers need a way to automate manual processes, mitigate costs, and deliver a superior customer experience to stay ahead of the competition.

**P&C insurance industry challenges.**

- Pressure to reduce costs.
- Increasing digital customer expectations.
- Inflexible technology and manual, inefficient processes.
- Hard-to-maintain legacy core systems and data silos.
- Growing competition from insurtechs and tech giants.
- Heightened regulations and exposure to risk and fraud.

**Key benefits of the Appian Low-Code Platform.**

- Reduce development costs by 50%.
- Build apps 17x faster.
- Improve employee satisfaction and efficiency by 7,800 hours through digital process automation.
- Increase time to value of applications by 50%.
- Payback period of less than six months.

The Appian edge for P&C insurers.

Rapidly deploy and scale the following mission-critical P&C applications enterprise wide.

<table>
<thead>
<tr>
<th>Marketing, Sales, and Distribution</th>
<th>Connected Underwriting and Servicing</th>
<th>Connected Claims</th>
<th>Reinsurance</th>
<th>Regulatory and Compliance</th>
<th>Corporate Functions</th>
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</thead>
<tbody>
<tr>
<td>Agent and broker channel automation (portals)</td>
<td>Complex policy quotation</td>
<td>Appian Connected Claims</td>
<td>Audit management</td>
<td>Anti-money laundering (AML)</td>
<td>Connected Onboarding</td>
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<td>Agent life cycle and performance management</td>
<td>Contact center automation</td>
<td>Adjuster assignment and coordination</td>
<td>Bordereau/data intake management</td>
<td>Audit management</td>
<td>Financial close process automation</td>
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<td>Commission management</td>
<td>Customer service complaint management</td>
<td>FNOL coordination</td>
<td>Cedent/client onboarding coordination</td>
<td>GDPR</td>
<td>Human resource management</td>
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<td>NPS/CSAT/customer tracking</td>
<td>Product life cycle management</td>
<td>Fraud case management</td>
<td>IFRS 17 processing</td>
<td>IFRS 17 processing</td>
<td>IT applications management</td>
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<td>Sales automation and marketing management</td>
<td>Underwriter case management workbench</td>
<td>Subrogation case management</td>
<td>NA data privacy</td>
<td>Payments processing</td>
<td>Procurement and contract management</td>
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<td>Underwriting authority management</td>
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<td>Sarbanes-Oxley internal compliance and audit</td>
<td>Workforce safety</td>
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Real-world success stories.

- **Global, end-to-end insurance platform.** Using the Appian Low-Code Platform, CNA built CNA ComPass™ to connect hundreds of strategic business partners in 164 countries, allowing them to write and manage local-admitted policy placements around the world in real time. Regardless of location, CNA agents and underwriters can now track the status of all policies within one platform.

- **Claims intake management.** One of the largest independent claims management companies has developed an application for global claims intake process management, delivering 80% acceleration of claim uptake and 70% acceleration of invoice processing.

Learn more at appian.com/insurance.