INSIS

Insurance Process Platform

fadata

Charles Taylor InsureTech

The digital revolution is changing...

The digital revolution is changing customer behaviour and progressive insurers are keeping pace. They are engaging customers with mobile and digital technologies, analyzing risks with new tools, and joining and digital technologies, analyzing risks with new tools, and joining new sales partnerships, platforms and industry ecosystems.

But long-lasting digital success requires the right foundations. Fadata's insurance process platform, INSIS, speeds up effective engagement with customers and distribution partners in four key ways:

- **Increase business process speed and efficiency** by integrating, standardizing and automating your processes on a single platform, and radically cutting costs and complexity.
- **Drive digital engagement** with customers and channel partners with a platform that supports better customer intelligence and positive digital experiences across customer and product lifecycles
- **Increase business agility** with highly flexible business processes, rapid product design and speed to market, and quick integration with sales channels and ecosystem solutions
- **Improve operational control and risk management** with accurate and consistent processes, strong data and process governance, and compliance with changing regulatory and privacy requirements.

INSIS
The foundation of digital success

To compete in the new digital economy, insurers need to connect faster and more effectively with their customers. The table stakes alone include automating processes from sales to back office, near-instant customer service and easy connectivity with other systems.

INSIS gives you the process foundations to achieve this.

With INSIS, you can integrate all your internal processes on a single platform and align your front and back office. INSIS supports processes with separate, integrated modules that extend from sales and policy issuance right through to policy servicing and the management of premiums, claims, commissions and reinsurance.

For each process, INSIS helps you remove manual workarounds, streamline workflows, meet new data management and regulatory rules, and optimize the way your business works.

Critically, INSIS' flexible architecture makes it easy to integrate and innovate with new insurtech applications and value-adding services. This helps you future-proof your business' ability to deploy new competitive capabilities quickly.

Drive digital engagement

With INSIS, data is managed centrally and informs a comprehensive set of integrated processes. That helps you deliver positive experiences – for customers and distribution partners – across channels including mobile and self-service.

Customers gain a better, faster, more personal service, whether they are taking out a policy, submitting a claim or enquiring about the data held on them. You gain a more rounded and incisive view of your customer, helping you decide on how best to engage them next.

Increase business agility

As your customer insights grow and markets change, business processes can be quickly reshaped around the customer journey using INSIS' service-oriented architecture and advanced configuration capabilities.

"INSIS is allowing us to roll out a set of business processes that are closely that are closely engineered around the customer journey."

HALDUN AYDOGDU, CIO,
ANADOLU HAYAT EMEKLILIK

“A key [INSIS] strength is that core insurance processes are very accurately and comprehensively represented.”

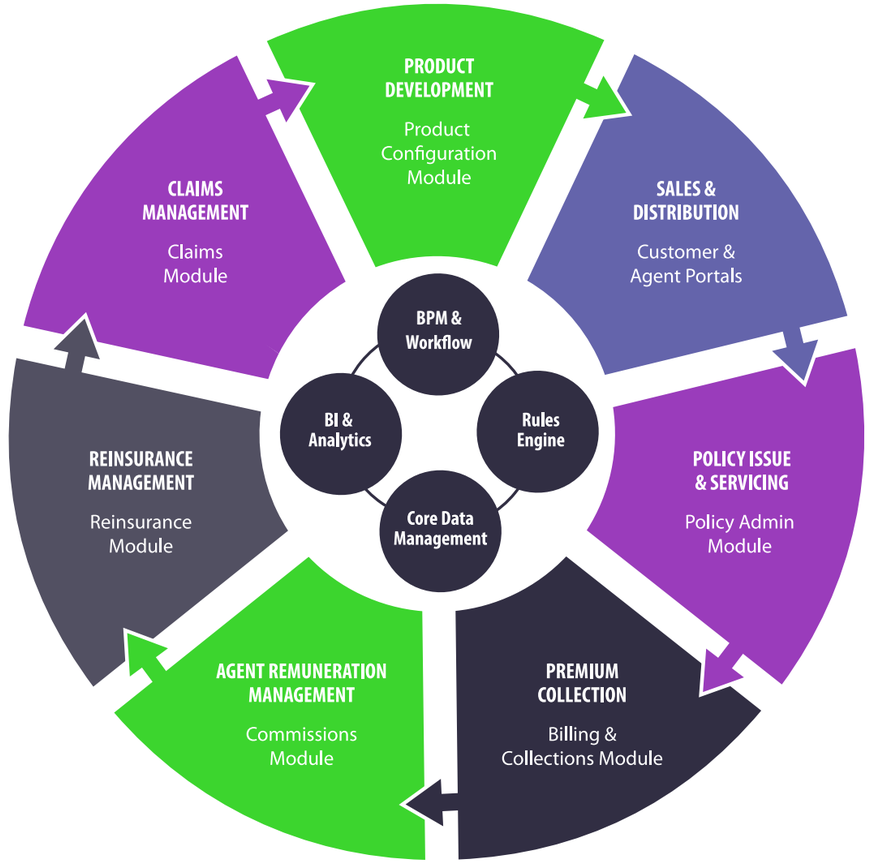
VERONICA CHIRUTA,
BPM DIRECTOR AT GROUPAMA
ASIGURARI INSIS

Business users can easily assemble and modify products to seize new market opportunities, freeing IT staff to work on fundamental innovation. Processes can be easily improved and extended using standardized, reusable components.

Digital insurers are increasingly focusing on the parts of the value chain where they can add most value. They rely on third parties wherever someone else has a better point solution.

That’s why INSIS is designed to ease integration with a host of internal and external systems such as new sales channels, innovative processing partners, and new data and web services. With INSIS, insurers can find their place in the emerging world of connected ecosystems.

INSIS’ sophisticated service-oriented architecture brings with it high interoperability, flexible third-party data consumption, and an extensive partnership network to deliver the optimal implementation for you and help you further extend your operational capabilities.



Full support of the insurance product lifecycle and customer journey

Increase control, manage risk

Insurers must cope with fast-changing regulations and risk trends. INSIS helps reduce risk through centrally managed data, controlled and consistently accurate processes, data access authorization, and better operational governance and audit trails.

INSIS makes it easy to meet regulatory or consumer data management requests under privacy or money laundering rules. Critically, INSIS' flexibility guarantees you can efficiently respond to tomorrow's rule changes – whatever the demands.

Advanced technology, comprehensive scope

Key features of INSIS include:

• Sophisticated service -oriented architecture– all business functionality is delivered by detailed microservices, with the ability to quickly add new services to enhance your customercentric processes, and integrate efficiently with other key systems and services.

• Business-friendly configuration capabilities – product design, business process and workflow management offer high flexibility, detailed component reusability, and the ability for business teams to independently manage and govern products and end-to-end processes without help from IT.

• Single platform – comprehensive coverage across life, nonlife and health insurance, integrated for operational consistency and efficiency on a single platform plus high interoperability and integration with your other key systems

• Single-instance, multi-company support – efficient multibusiness, -jurisdiction and -currency support from a single INSIS instance and the centralized management of data

• Out-of-the-box functionality – pre-defined processes for all lines of business to increase speed to market, plus countrylayer components to help you manage local regulatory and data requirements

• Cloud & SaaS ready – in addition to on-premise deployment, INSIS can be deployed as a cloud-based service covering the management of infrastructure, technology stack, INSIS application upgrades and changes, and support

ANALYST RECOGNITION

Technology analysts rate INSIS as a market-leading solution, based on its flexible architecture, comprehensive, business-user friendly functionality, advanced business process management, high ecosystem integration capabilities and scalable performance.

Gartner Magic Quadrant Leader
For Life Insurance Policy Administration Systems, 2018 (and prior 6 years)

Celent XCelent Functionality Award
'EMEA Policy Administration Systems 2017: Life, Annuities, Pension, Health ABCD Vendor View' (latest bi-annual report)

Gartner Critical Capabilities
For Life Insurance Policy Administration Systems, Europe, 2018: ranked either 1st or in top three among all vendors for key capabilities

Celent XCelent Customer Base Award
in 'Europe, Middle East and Africa PAS 2018: Personal, Commercial and Speciality ABCD Vendor View'

Gartner Magic Quadrant Visionary
for Non-Life Insurance Platforms 2018 (new report)

Celent XCelent Technology Award
'Healthcare PAS 2018 ABCD Vendor View'

High-quality service and support

• Delivery experience – Fadata and its partners have an established track record of 65+ successful deployments, and offer comprehensive training and support before, during and after implementation

• Client-focused – managed by Fadata and implementation partner experts who devote the necessary time to understand your business' needs and to design the right solution for you

• Fadata Partner Network – an extensive network of global and local certified delivery partners providing valuable knowledge and implementation expertise. See "About Fadata Group" below for partner companies

• Support of a growing user community – INSIS is now used by insurers in over 30 countries across Europe, the Middle East, Africa and Latin America.

About Fadata Group

Fadata Group is a leading provider of software solutions for insurance companies. It helps insurers stay competitive in the digital economy by implementing the processes needed to connect faster and more effectively with their customers and distribution partners. Recognized as a market-leading solution provider by analysts at Gartner and Celent, Fadata has clients in over 30 countries across Europe, the Middle East, Africa and Latin America.

Fadata is headquartered in Munich and has a major software development and operations centre in Sofia. It also has an extensive international distribution and implementation partner network that includes Bearing Point, Charles Taylor InsureTech, EVRY, EY, FASYL, Infosys, Sollers and Tieto. In 2017, Fadata acquired Impeo, broadening its insurance front-office capabilities.

Fadata's shareholders include The Riverside Company, a global private equity firm, and Charles Taylor plc., the London -based global provider of insurance services.
www.fadata.eu

"With 21 years of experience managing major projects, [INSIS] was my first go-live with zero significant issues."

ŁUKASZ POPIEL, PRUDENTIAL POLAND, HEAD OF PROJECT MANAGEMENT

"Thanks to INSIS' flexibility we know our platform can deal with the future."

ŁUKASZ POPIEL, PRUDENTIAL POLAND,
HEAD OF PROJECT MANAGEMENT

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FOR MORE INFORMATION

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