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Partners

Managing Business-Critical Documents

The insurance industry generates and maintains endless amounts of documentation needed to support the products they offer. Having access to documents at the right time can be problematic for carriers due to various disparate systems carriers run in their organizations.

The Vision

Your organization has applications that are essential to your daily business operations; applications that manage key data about your business processes, applications that handle customer data, applications that manage information to support your employees, and niche applications that manage discrete processes within specific departments.

While each manages specific, unique processes, they have one thing in common: they do not store ALL the information and content required to make decisions. Each disconnected information silo you have to manage adds a risk of security vulnerabilities, results in duplication of information, leads to discrepancies in your data, and makes audits and discoverability a challenge.

Requirements

To clear a path to the future, insurers need to replace legacy core systems with a platform architected for connectivity across ecosystems of partners, developers, data, and processes.
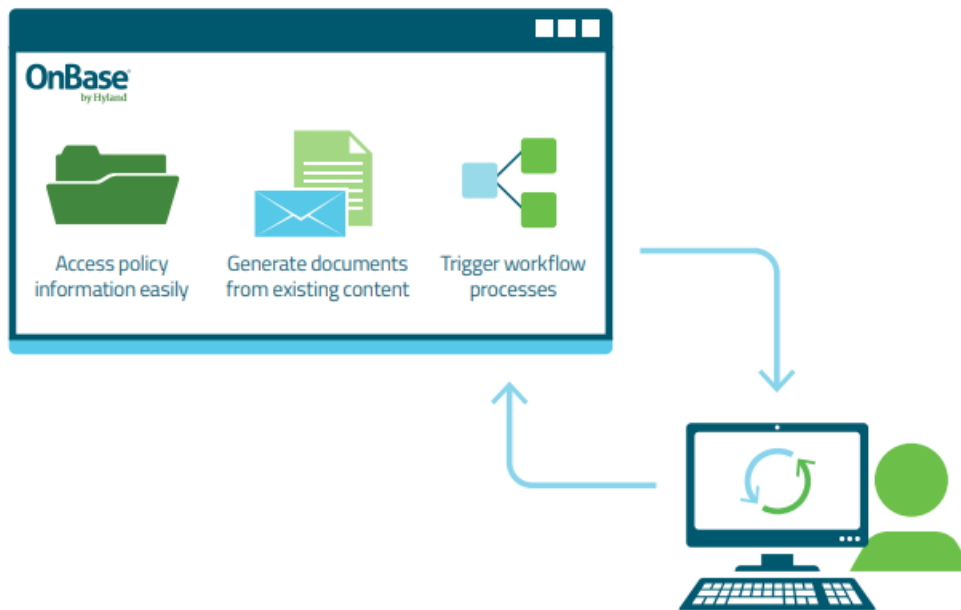
- The insurance industry continues to transform as companies begin to embrace more advanced stages of digital maturity. This journey includes improving customer experiences, building out ecosystems, establishing enterprise intelligence through improved data and analytics, and adopting an open innovation platform that relies more on ecosystem partners, according to Gartner's Top 10 Digital Insurance IT Imperatives.
- Insurers without multi-channel integration will face dissatisfied customers, rising distribution costs, customer attrition, and brand risk compared to

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those companies with tight integration, according to Gartner's Legacy and IT Modernization in Insurance report.

- Carriers should weigh the benefits of eliminating the responsibilities and limitations of on-premises deployments with the freedom and flexibility of cloud-based software delivered as a service.

The Process

OnBase by Hyland

Access policy information easily

Generate documents from existing content

Trigger workflow processes

Outcomes

The OnBase content services platform integrated with the Duck Creek Platform provides insurers with a property and casualty engine built for the new open world. Take Coverys, a leading Medical Professional Liability insurer, for example. Coverys was facing three main business challenges:

- Simultaneous replacement of all core systems
- Creating a change management process to handle implementation
- Consolidating and converting data from multiple legacy systems while new data continued to flow in through active channels

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Coverys integrated its OnBase and Duck Creek systems within 17 months, improving business operations cycle times and system usability and gaining a complete view of information by eliminating siloed legacy systems. Other benefits:

- **Extends the core:** Empowers workers to manage scanned paper documents, print streams, application files, electronic forms, emails, and more, all in the context of their familiar core system screens and business processes.
- **Simplifies information access and control**: Employees, agents, and brokers spend less time looking for information and more time working with it.
- **Keeps information secure**: By applying multiple levels of protection, including advanced authentication and encryption, data is secure at rest, in use, and in motion.
- **Speeds new product and process development**: With true codeless configuration, non-technical line-of-business personnel can design or change products to meet evolving needs, create workflows that improve process efficiencies, and generate reports that provide new insights.

The OnBase and Duck Creek Advantage

How can you get the most out of your Duck Creek investment while reducing information silos?

By making OnBase by Hyland a part of your enterprise IT strategy, you'll provide a complete view of the right information to the right people, where and when they need it. Serving as a content services hub, OnBase smartly surfaces content in context by connecting data and systems across an enterprise. Users gain easy, secure access to complete information - anytime, anywhere, on any device - helping your organization digitally evolve while facilitating more responsive, meaningful interactions.

Doing so, you gain a content services platform that manages content, processes, and cases across your enterprise, while connecting with your Duck Creek applications and improving the agility of your people, your departments, and your organization.