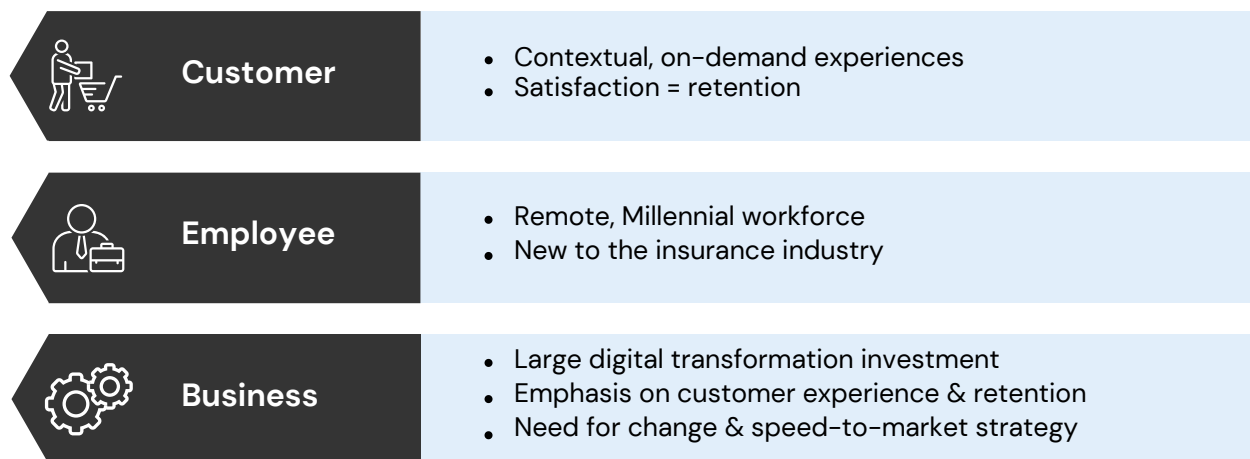
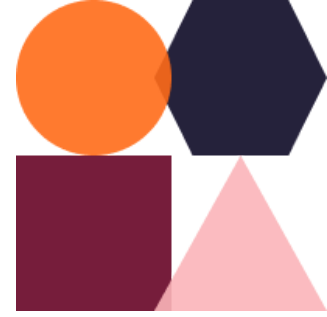


# P&C Insurance Today

Property & casualty insurance consists of 3 pillars in 2022: experience-seeking customers, millennial employees new to the industry, & carriers looking for a quick and effective change implementation strategy with large-scale digital investments in every process.

In this rapid wave of P&C digital transformation, traditional training & learning methods such as classroom & instructor-led sessions are not effective. These methods do not deliver on-demand, contextual learning on modern applications and fail to drive adoption and implement change at scale.





Technology applications are now in **every P&C insurance process** – across agent management, policy administration, and claims processing.

All P&C employees work on multiple software applications and systems in their day-to-day, including:

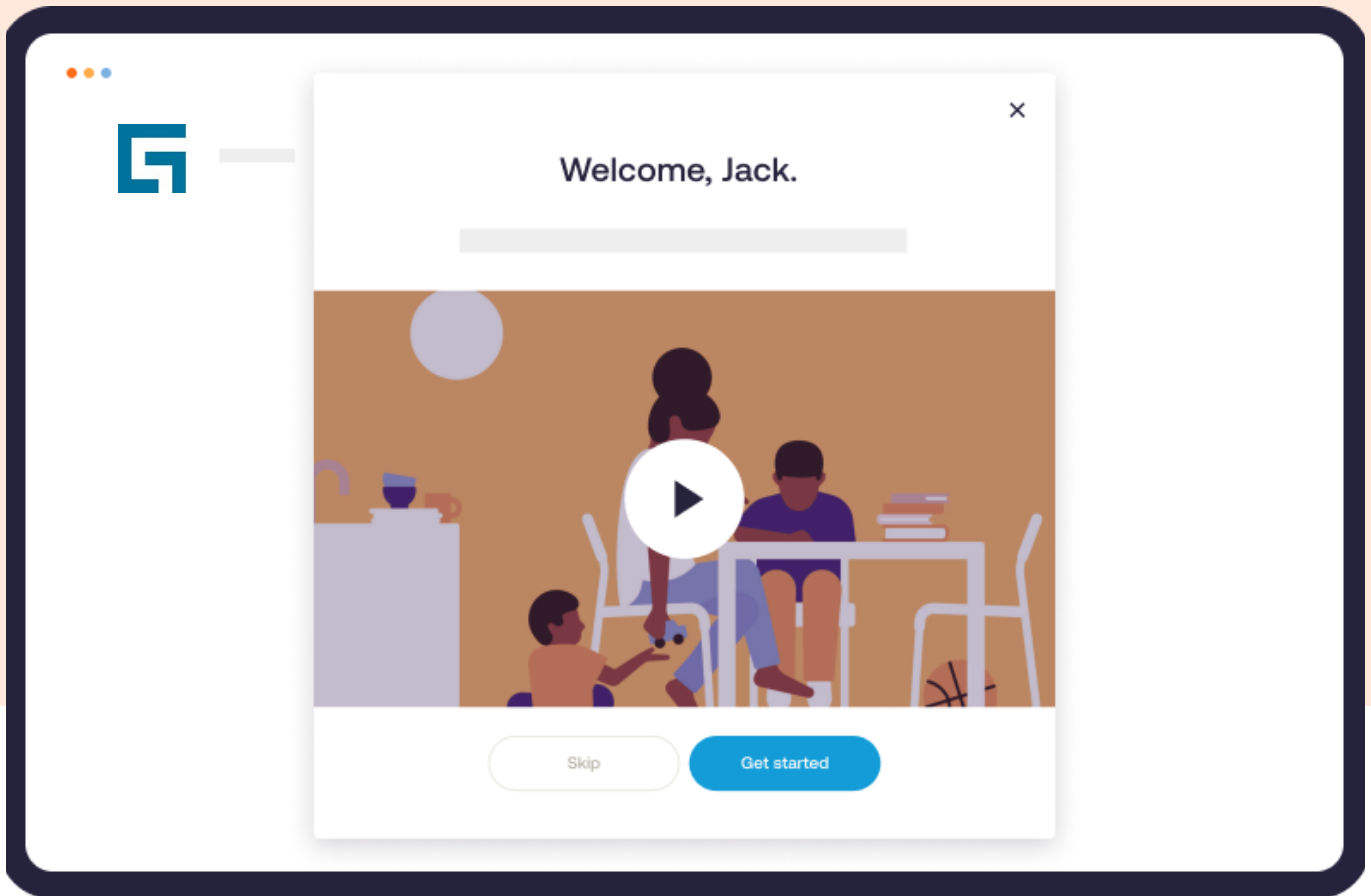


Duck Creek Technologies



LEARN MORE ABOUT WHATFIX BY CONTACTING SALES@WHATFIX.COM OR VISITING [HTTPS://WHATFIX.COM/SOLUTIONS/INSURANCE-PROPERTY-AND-CASUALTY/](https://whatfix.com/solutions/insurance-property-and-casualty/)





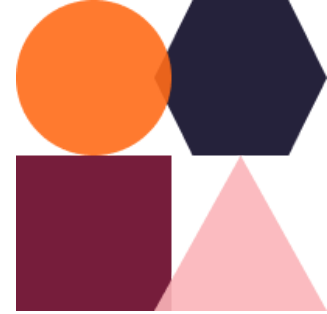
## Whatfix | Digital Adoption for P&C Insurance

With Whatfix, empower your company to maximize business outcomes and software ROI through:

- Faster learning curves, enabling speed-to-market
- Simple upskilling, in the flow of work
- Effective change communication and management
- On-demand employee support and self-service customer capabilities

### Features include:

- In-app content such as interactive walkthroughs, tooltips, task lists, and more
- Simple knowledge discovery through on-demand support and embedded FAQs
- Usage analytics and user feedback surveys



**Whatfix's digital adoption platform (DAP)** enables agents, sales, service representatives, and claims adjusters to maximize productivity through in-app guidance and on-demand support at the moment of need across your core P&C applications.

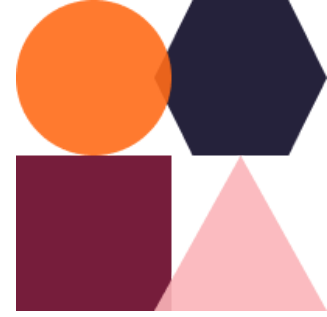
Leading P&C insurance carriers rely on Whatfix to enhance their workforce's digital skills and application experience, as well as increase operational efficiency and cut training & operational costs, across their policy, claims, agents, and policyholder portals.

## BY THE NUMBERS

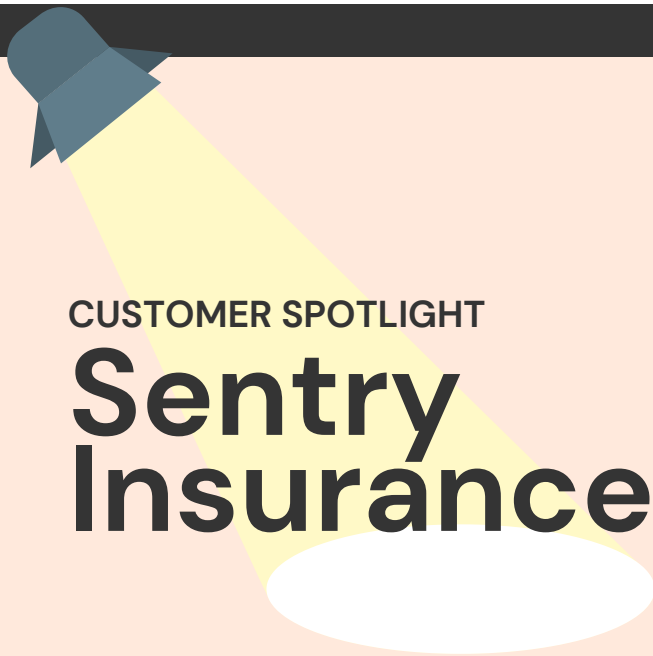
- **45-60%** reduction of support tickets and queries
- **50-85%** reduction in training content creation cost
- **25-37%** increase in employee productivity
- **250-300%** faster time to app proficiency

*"Instead of leaving the system to search for an article or job aide, associates can search directly within the application for an answer to their question, saving the customer time and improving associate confidence. Our goal is to provide our users with an experience that is seamless, quick, and easy to navigate so that they can focus less on system navigation and more on providing an excellent customer experience."*

-LEADING AUTO INSURER



Trusted by leading P&C insurance companies



CUSTOMER SPOTLIGHT

# Sentry Insurance

Sentry implemented Whatfix on its Guidewire PolicyCenter, Alloy Claims Portal, and custom agent and customer portals – resulting in a 40% decrease in training content creation time and over \$1M in savings in only 6 months.

LEARN MORE ABOUT WHATFIX BY CONTACTING [SALES@WHATFIX.COM](mailto:SALES@WHATFIX.COM) OR VISITING [HTTPS://WHATFIX.COM/SOLUTIONS/INSURANCE-PROPERTY-AND-CASUALTY/](https://whatfix.com/solutions/insurance-property-and-casualty/)

