Unified PAS and Self-Service Portal

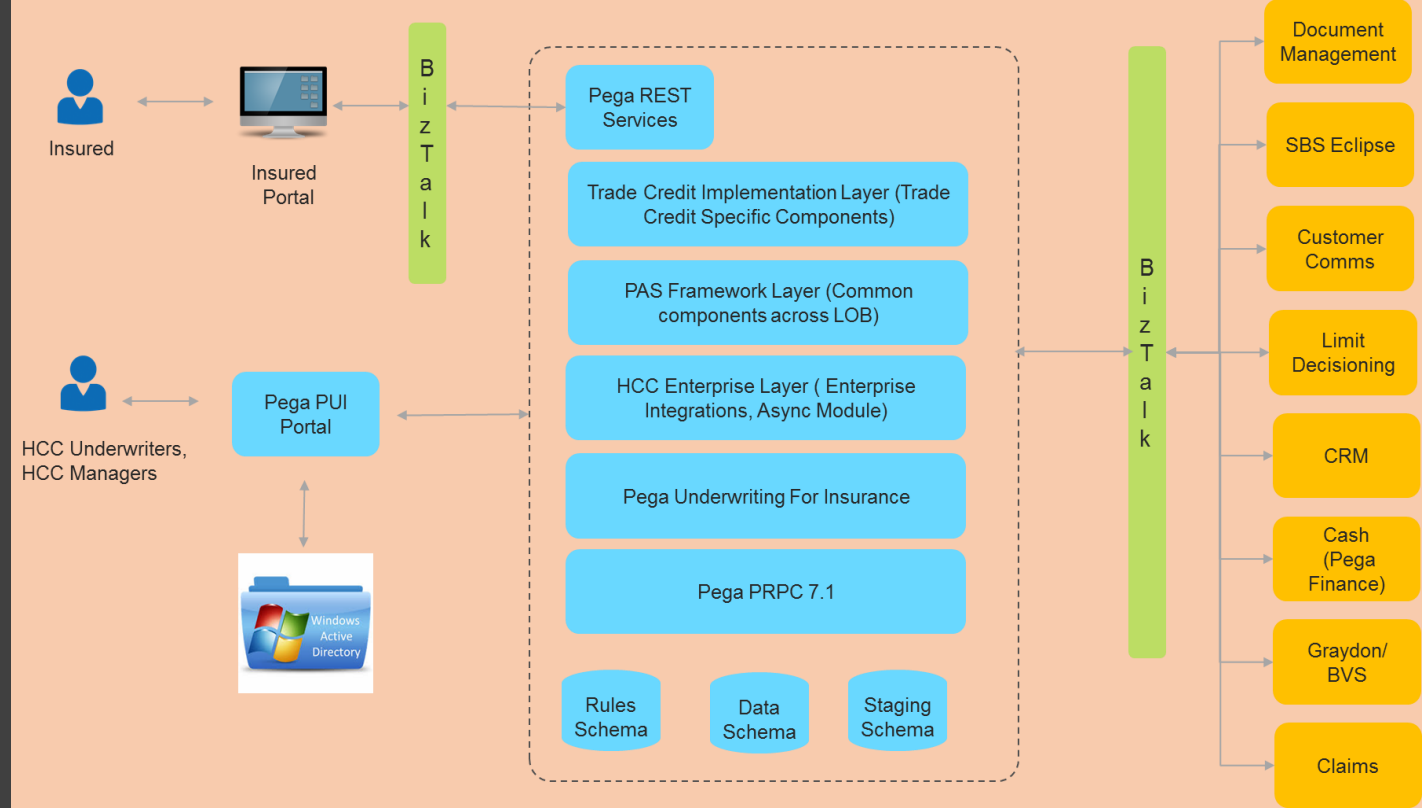Leading specialty insurance group with offices in the United States, the United Kingdom, Spain and Ireland

THE CLIENT PROBLEM STATEMENT

- Underwriting systems built on legacy technology which was affecting their overall efficiency of operations

- Application landscape had become a conglomerate of various platforms and technologies. This became extremely difficult to manage and maintain for the existing vendor

SOLUTION

- Replace existing Trade Credit policy administration system with new Pega based BPM PAS

- Compliment new Business process engine with a modernized, integrated, multi-channel, Adaptive, Multi-device ready Portal built upon Sitecore CMS.

- Integration with various industry standard systems for Claims, Billing and orchestration engine.

- Integration with centralized Document Management Store

- Complete end to end risk assessment and underwriting management system for maximize underwriting profit

- External Information provider integration for fetching Buyer information

- Unified PAS and self service portals for all Insured, Brokers and Internal Users

Insured

Insured Portal

BizTalk

HCC Underwriters, HCC Managers

Pega PUI Portal

Windows Active Directory

- Pega REST Services
- Trade Credit Implementation Layer (Trade Credit Specific Components)
- PAS Framework Layer (Common components across LOB)
- HCC Enterprise Layer (Enterprise Integrations, Async Module)
- Pega Underwriting For Insurance
- Pega PRPC 7.1
- Rules Schema
- Data Schema
- Staging Schema

BizTalk

- Document Management
- SBS Eclipse
- Customer Comms
- Limit Decisioning
- CRM
- Cash (Pega Finance)
- Graydon/ BVS
- Claims

BUSINESS OUTCOME

- Reduction in submission processing timelines
- Prioritized work queues helped underwriters focus on high value customers
- Simplified UX, improved underwriter productivity
- Replaced unnecessary manual steps with automated processing
- Improved business agility with delegated business rules