

MAKE POLICY SETUP
and SERVICING **FASTER**,
more **COST-EFFECTIVE**, and
CUSTOMER-CENTRIC

HP Insurance Policy Accelerator Solution

Today's insurance carriers face a variety of challenges, including rising customer expectations, a heightened focus on underwriting profitability, market consolidation and increased competition. To succeed in this complex and dynamic industry landscape, leading insurance companies are looking for solutions that can increase sales, strengthen policyholder and agent relationships, reduce operating costs, and meet regulatory requirements.

Policy setup and servicing has critical revenue and customer service implications. Every new policy offers a path to a fresh and potentially profitable customer relationship. To grow sales and customer loyalty, while improving staff productivity, your policy-related processes must be both efficient and accurate.

What if you could...

- Accelerate** time to revenue by setting up new policies faster?
- Replace** slow and expensive paper-based workflows with automated digital processes?
- Create** and deliver personalized customer interactions that drive loyalty and new premium revenue?
- Avoid** repeated manual data entry tasks that lead to delays, costs and errors?
- More** easily satisfy compliance requirements?

In addition, the cost and complexity of the document processes that drive policy setup and servicing are a real threat to the profitability of insurers. Demanding customer, agent and regulatory needs threaten to make these processes even more expensive. Competitive pressures around customer on-boarding and retention also threaten to drive up costs and reduce profits.

HP helps you respond to these diverse challenges with a solution that streamlines policy setup and servicing—from proposal to payment.

Solution at a glance

The HP Insurance Policy Accelerator Solution helps you make policy setup and servicing more cost-effective and customer-centric. The solution is designed to accelerate processes, improve the productivity and effectiveness of your customer-facing agents and support staff, and enhance security.

The solution includes tools for capturing incoming and outgoing documents; creating proposals and correspondence; and outputting forms in printed and electronic formats.

The HP Insurance Policy Accelerator Solution helps you:

- Reduce document processing time with fast and automated capture of forms and supporting documents
- Consolidate onto one optimized, integrated document composition and automation solution
- Reduce underwriter decision/review time through automation
- Greatly reduce routing/delivery time and costs through automated and rules-based delivery of key documents to the best resources
- Reduce processing and management expense via rule-based processing
- Improve service levels by enabling faster access to customer files

HP at work around the world

One of the world's top property and casualty insurers has firsthand experience with the benefits of the HP Insurance Policy Accelerator Solution. The solution is helping the company reclaim more than 30 percent of agent and support staff time that was previously spent manually processing, preparing, accessing and routing paper documents. It is also helping them reclaim time spent navigating redundant systems to create, process and access documents. Agents and their staffs can now devote that time to issuing more proposals and policies and improving the customer experience.

One key aspect of this solution is the use of HP Exstream document automation software, which is being used for all statements, policies, marketing collateral and proposals. With HP Exstream, the solution is directly improving the proposal-to-bind ratio through faster review cycles, customized and interactive marketing and proposals, and a more personal touch from agents and support staff. Proposals and other key documents can now be created, approved and delivered in hours instead of days.

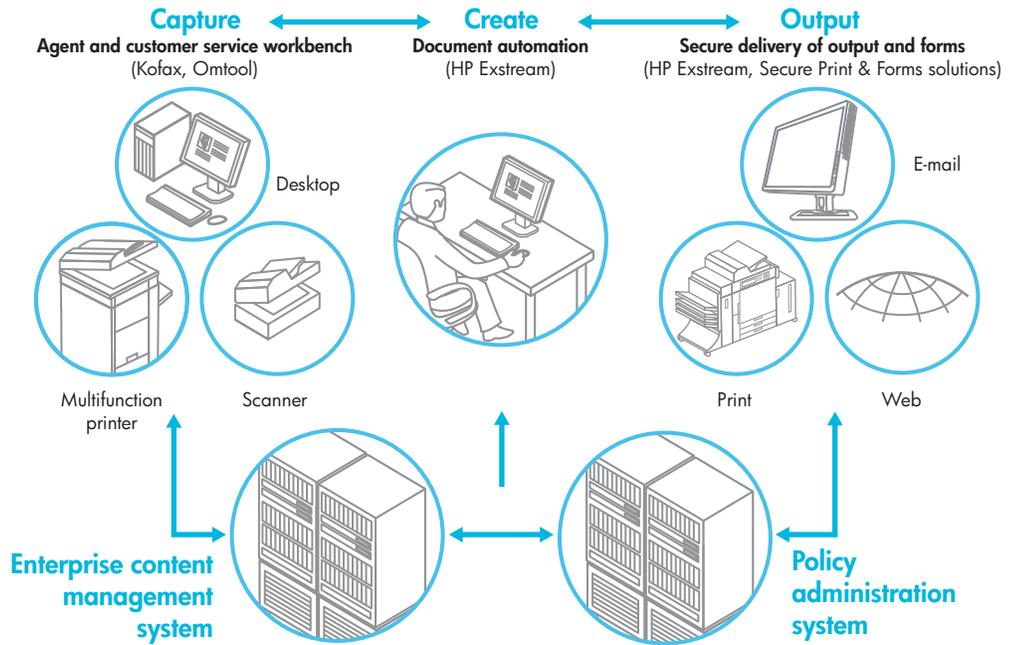


Figure 1. Accelerating policy servicing and setup

Why HP?

- **Real-world success**—HP solutions for document workflow are transforming the policy setup and servicing processes in many of the world's largest Insurance carriers.
- **Complete solutions**—With end-to-end solutions and services, HP can work with you to identify and address your specific needs today and into the future.
- **Expertise**—HP has more than 25 years of experience with imaging and printing in enterprise environments.
- **Global reach**—With IT professionals in 170 countries, HP has the resources to address your company's needs around the world.
- **Leadership**—HP is recognized as a global leader in imaging and printing, an industry leader in network and infrastructure management, and a company with a strong commitment to environmental sustainability.

To learn more, visit www.hp.com/go/policyaccelerator.

HP three-part approach

HP works with you to assess, deploy and manage an imaging and printing environment tailored to meet your business needs, while helping you reduce costs, conserve resources and simplify document-intensive processes.

Optimize infrastructure

HP can help you achieve a balance between your total cost of printing and your needs for user convenience and productivity.

Manage environment

Working together, HP can help you maintain your optimized infrastructure while improving business efficiency and tightening security.

Improve workflow

By streamlining your document-intensive processes, HP can help you deliver a more efficient environment for capturing, managing and sharing information.

HIT PRINT
INTELLIGENTLY

