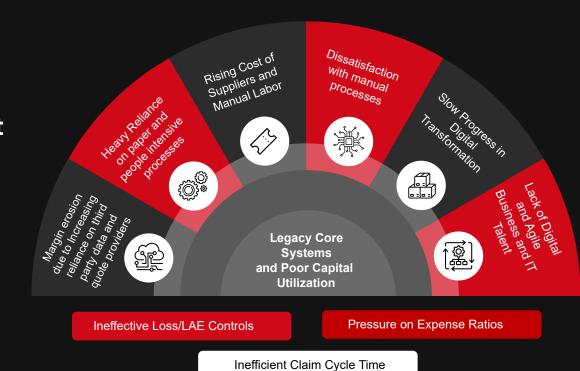
Reduce Expenses & **Optimize Operations**

Are you as efficient as you need to be competitive?

Carriers and Agencies face profitability and efficiency headwinds that has slowed their digital transformation

To become digital, carriers and agencies must accelerate Operational Efficiency and Improve Customer Experience

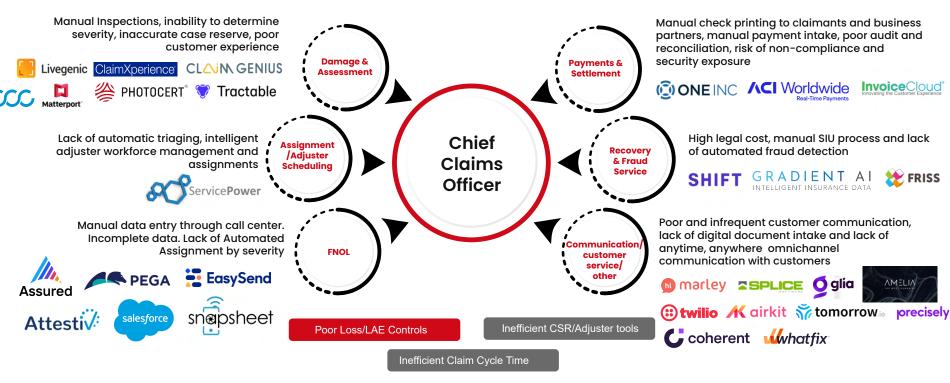




From digitizing First Notice of Loss to claims

Claims

Straight-Through Processing, paperless workflows, machine vision, virtual payments and Fraud detection, claims transformation opportunities can dramatically reduce Loss Adjustment Expense (LAE) while improving claim customer experience.



Digital Claims strategies can lower friction and increase efficiencies

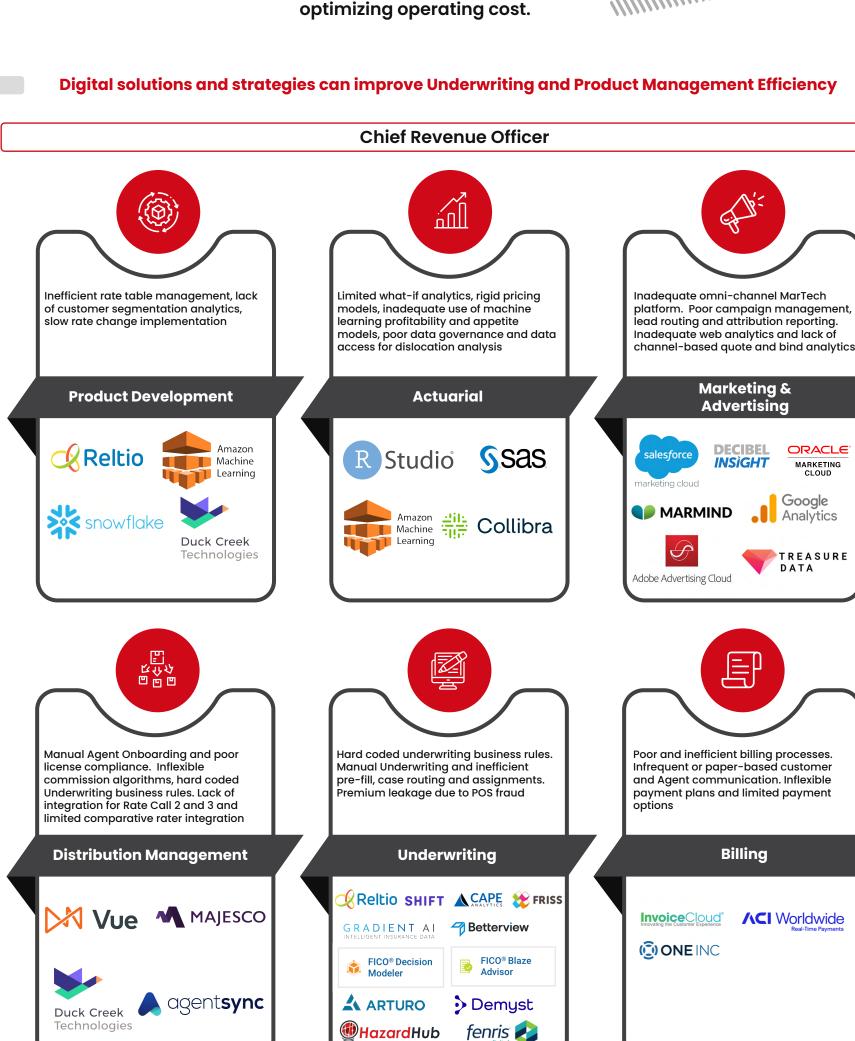
From applying Analytics and Machine Learning to product development, digitizing marketing and producer

Underwriting

endorsement processing and implementing underwriting straight-through processing, efficiencies and optimization solutions can dramatically improve new business acquisition, and product profitability while

management, leveraging self-service solutions for







Low STP Adoption and Lack of

Digital Self Service

better management of the contact center staff scheduling and forecasting, Contact Center technology solutions offer many opportunities for improved customer

Communication

vailability

experience and lower operating cost through self service and handle time reduction.

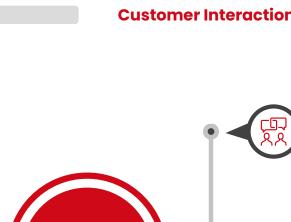
Customer Service

Inefficient UW Assignments

and Case Management

Customer Interactions are moments of truth for carrier agility and responsiveness **Process: Technology:** Explain Coverages, deductibles and Communicate through channel of surcharge implications clearly and early customer's choice

From improving the Virtual agents (bots) at the start of a customer interaction to improving the CSR desktop and



Customer

Frictionless Reduce handoffs within team Speed of process Experience

Servicing

Every stage of the Customer Experience can benefit from operational efficiencies through omni-channel self service, automation, process re-design, single view of Customer

Set reminders and nudges **Process:** Set expectations about hours of operation. Avoid placing customers on hold.

Explain claims process and next steps

Share estimates with explanation

particularly for large losses

Provide services early

Process:

Estimation

Contact Center

Return all callbacks Use teams to take calls Set and meet SLA for inspections, repairs and settlement

04

Technology: Service Provider Vendor integration Electronic signature workflows Photo capture and estimation

members access to claims

Use schedule optimization tools for

maximum of 3

Limit communication channels to a

Ensure all channels are in synch

particularly for large losses

Premium Leakage

Electronic payment options **Technology:** Use telephony and self service to rollover and divert calls Change visibility rules to allow team

End to End Service Measurement through Objectives and Key Results

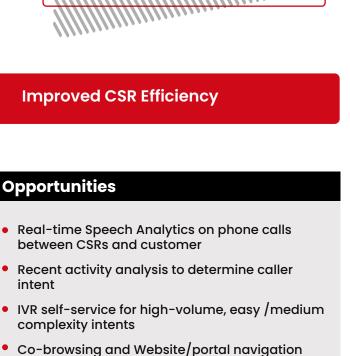
Repair

inspections

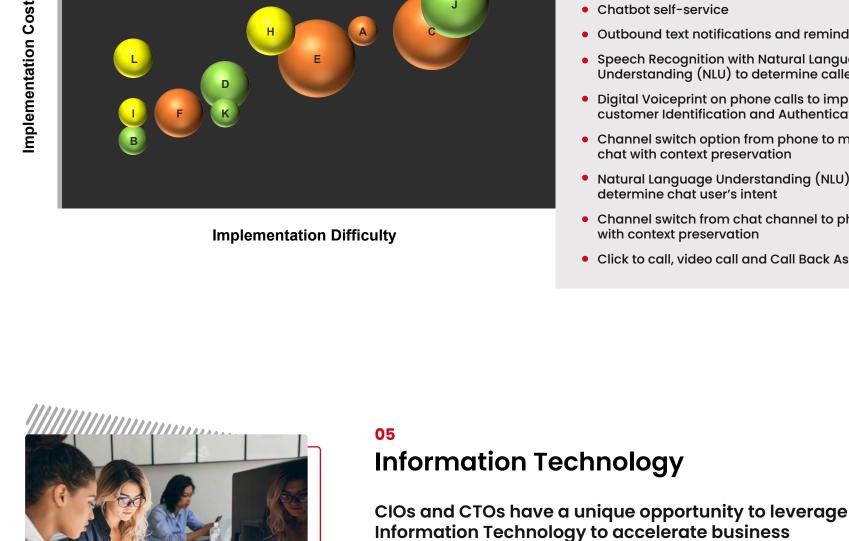


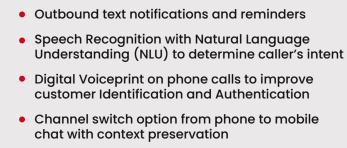
and CRM solutions that result in frictionless customer experience at a lower operating cost.

Omni - Channel Customer Experience



Improved Customer Experience





Natural Language Understanding (NLU) to

Channel switch from chat channel to phone

Click to call, video call and Call Back Assist

based on chatbot questions

determine chat user's intent

with context preservation

Chatbot self-service

Product

Mindset



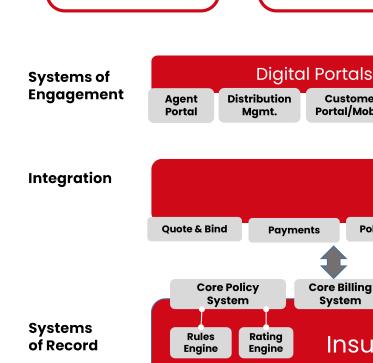
Raters

Analytics

ePresentment

transformation through modular architecture, operational

cost optimization, agile delivery, Dev/Ops, Product Management and effective asset management.



Agile

Design

Thinking

and

Embeded Ecosystems (Headless) Customer CSR/CRM **Aggregators** Portal/Mobile

API Galeway

API Management Layer

Notifications

Decisions Third Party Partners

Systems

IoTs/UBI

and Data

Sources

3rd party

Reporters

AI/ML

Warehouse/Data Common Lake **Interfaces** Insurance Core Customer **Enterprise Communication Management** Content/Document Management - Decouple Systems of engagement from Core Systems of Record through a robust API Layer - Decompose Core system access into microservices APIs to enable core business functions for an ecosystem of consumers Enable ecosystem of API consumers to review, access and integrate with published APIs securely **Low Code** Data as Talent **Hyper Automation** and Citizen Capital Management and RPA Development

Core Claims

System

Policy Servicing

Core Billing

System



Exavalu is a specialized digital transformation advisory & implementations partner to some of the world's largest insurance carriers. Our extensive knowledge of the insurance domain, technology expertise, and philosophy of building long-term relationships makes us the go-to business transformation partner to insurers globally. Combining our deep industry knowledge and technological excellence, we deliver high-value solutions