

EFFICIENT REINSURANCE. CLIENT MANAGEMENT AND UNDERWRITING.

Starting point

The core business of a reinsurance company is complex and versatile. The value chain ranges from customer relationship management and product design, to pricing, claim processing and technical bookkeeping, as well as asset and liability management. Each link of the chain is represented in the company and must satisfy three central stakeholders:

- Essential is marketing orientation and ultimately customer orientation.
- In addition to internal processes, the cooperation with preceding and following positions must be optimally arranged.
- The information management necessary must be prepared, aggregated and presented.

These requirements are often set against a growing reality, for example through acquisition, which is characterised by a heterogeneous landscape of process methods, processes, systems, technological and organisational units. In such an environment the challenge is to satisfy the stakeholders described. Meeting these challenges leads to a central benefit for the company.

Challenge

The customer orientation demands an integrated CRM method (CRM = customer relationship management) with elements such as: systematic lead management through which customers are led in a professional and cooperative way to new contracts based on their needs; planning of accounts to reach a continual long-term growth; evaluation of customer profitability to identify profitable segments.

Advantage

A successful customer orientation is the key to profitability and sustainable top line growth.

Challenge

Designing processes and systems must go beyond the individual elements of the value chain. This enables both efficiency from the point of view of the corporation and allows the business with its various risks and cover types to be accurately represented. Such comprehensive processes call for a cooperative alignment of the various areas of responsibility, not only on the business-content level, but also as regards system support.

Advantage

An integrated process and system landscape supports business activities efficiently and is simultaneously cost-effective.





Challenge

Management information needs continue to develop in the direction of increasing comparability for areas such as property & casualty vs. life & health or asset management which were traditionally viewed separately. The added value of the various areas should be evaluated on an economic basis and be transparent. To achieve this, it is necessary to first create the basics in the form of a common evaluation method with temporal and tangibly consistent databases.

Advantage

Consistent and reliable reporting information are the basis for the management's decision-making abilities.

Expertise

Solution Providers supports reinsurance companies in meeting these challenges. We have solid experience in the field with a team of reinsurance specialists who bring their knowledge and practical implementation experience and the resulting insights into a multitude of areas. The latter include system implementation (SICS, CRM systems such as SAP, Oracle, MS Dynamics, Salesforce.com), process and system design, as well as reporting.

Solution Providers assists reinsurance companies on their path to efficient processing because

- we know the reinsurance business and bring 10 years of experience from innumerable projects with us.
- we know and can implement the requirements of reinsurance processes in the areas of customer orientation, process and system design and reporting.
- we have experience in the complexity of global projects.
- we know how to apply the correct tools (SICS, BO, SAP CRM, etc.).

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