

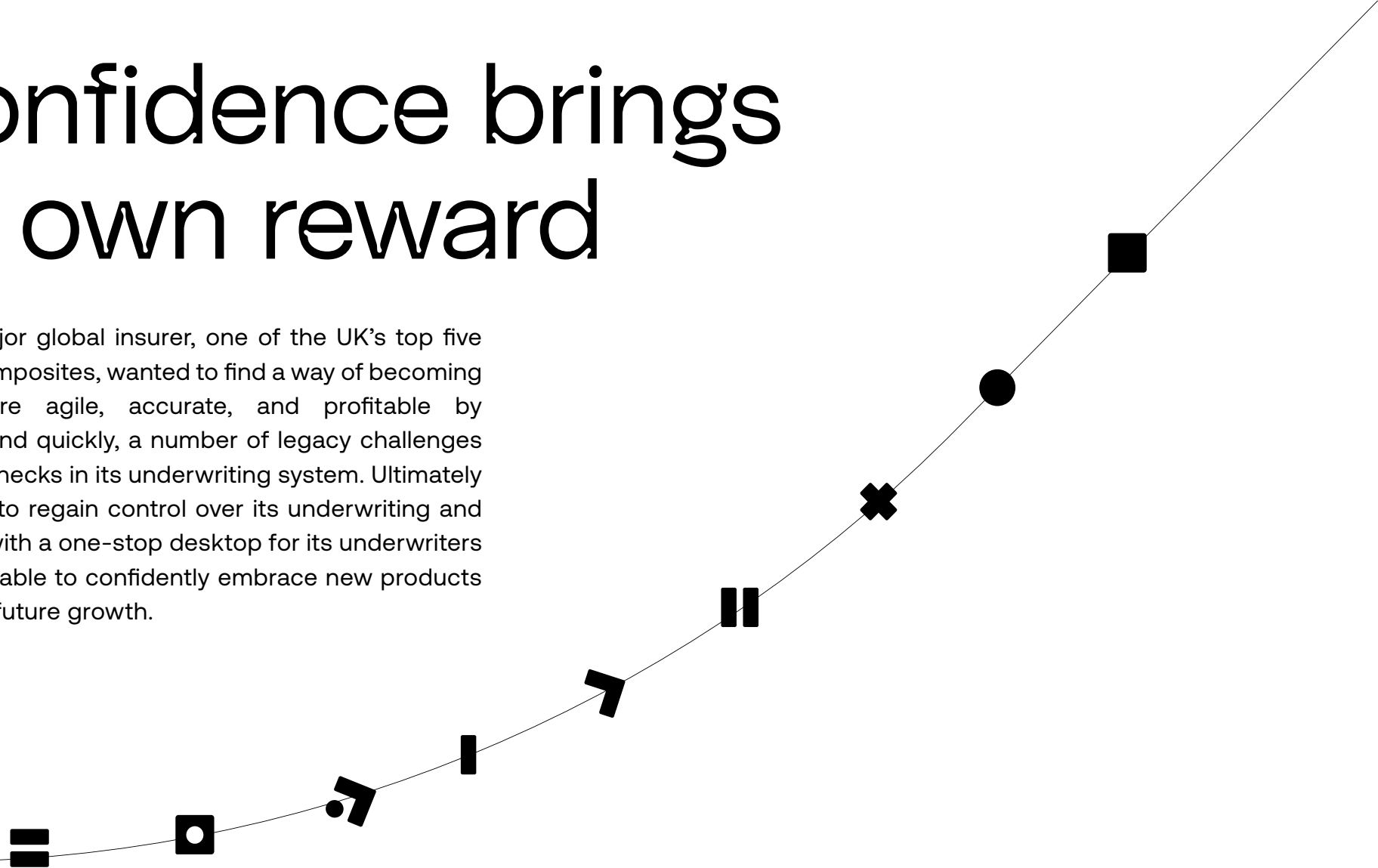


# Send Underwriting Workbench

## Global Insurer Case Study

# Confidence brings its own reward

A major global insurer, one of the UK's top five composites, wanted to find a way of becoming more agile, accurate, and profitable by tackling, and quickly, a number of legacy challenges and bottlenecks in its underwriting system. Ultimately it wanted to regain control over its underwriting and risk data with a one-stop desktop for its underwriters and to be able to confidently embrace new products and drive future growth.



## The insurer's challenges included:



Reliance on slow, inefficient manual processes to manage huge volumes of complex data for pre-bind activities.



Data sprawl making it hard for underwriters to quickly access intelligent data.



Labour intensive processes that wasted skilled employee's time rekeying information, reformatting, and cleansing spreadsheets.



Poor and/or inaccessible management information – not possible to surface metrics on conversion rates, throughput or lost business.



An over-reliance on Microsoft Office tools for tracking and managing work.



Drag on innovation due to a lack of confidence in governance procedures e.g., sanctions and financial crimes controls.



MS Excel rater version control and auditability.



A cumbersome and landlocked legacy estate.

# Send in the specialists

The insurer, following an extensive market search, selected Send to help them move forward on their ambitions.

**C**entral to our offering, in addition to our skilled team of commercial insurance market specialists and technology expertise in Cloud, APIs, CX/UX/UK and AI, was the comprehensive Send Underwriting Workbench solution which provides a single platform for managing new business, renewals and endorsements.

The project adopted a step-by-step approach, rather than a big bang. As the insurer itself said, it did not want to boil the ocean, but to “chip away at the problems and simplify the journey for the user” in a phased, and secure, way.



## Discovery

Send started the project by undertaking a three-month deep dive to review and understand the insurer’s systems and data and focus on proof of concept based on having looked under the bonnet of the insurer’s existing operations and capabilities.



## Delivery to Production

Following this thorough assessment, the Underwriting Workbench was integrated to the insurer’s systems over several months with minimal disruption to day-to-day business. Agile delivery included live demos to the business every two weeks with high levels of engagement across all business teams.



## Post Go-Live

The insurer went live with Send Underwriting Workbench in 2019, on-time and on-budget. We continue supporting them with their ambitious roadmap and we are delivering further functionality and integrations on an ongoing basis.

# Benefits for the insurer



## **Single platform for managing**

A single platform where resources, data and work align.



## **End to end service**

A true 'end to end' for pre-bind to submission.



## **Advanced AI intelligence**

Access to integrated, advanced automation technology with leading data providers, to distil, harmonise and organise all data.



## **Composable platform**

An agile, composable platform.

# The insurer is now

1

An insight-driven organisation – decision times reduced enabling better, faster decisions, driven by real-time insight.

2

Confident as a result of better reporting, rich MI, a single customer view and clear audit trail.

3

Efficient and able to collect data just once, seamlessly ingest complex third-party data and get a clear understanding of risk.

4

Able to standardise underwriting journeys, get a clear understanding of risk with automated workflows and focus on core work that drives growth.

5

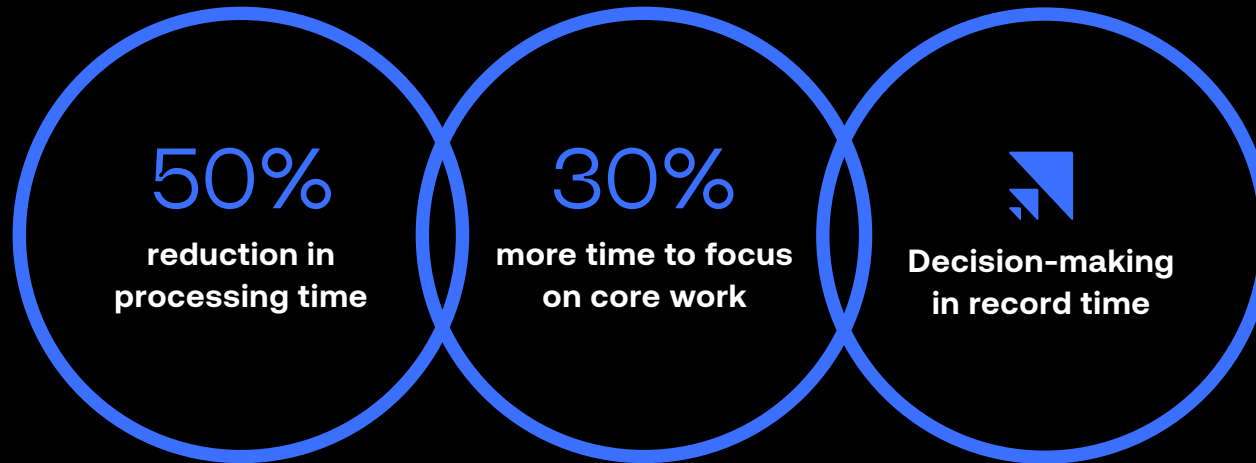
Administration light with AI eliminating rekeying, removing complex manual admin, streamlining processes, and maximising efficiency.

6

Agile and able to move at speed with the use of agile, composable technology.

# Underwriting Workbench

Our customers report:



If you'd like to take all stress out of the underwriting process, and lead with forward visibility and commercial confidence, **contact us today.**