



Insurance LaunchPad

Delivering improved Customer Experience (CX) through a powerful suite of customised apps



With the pandemic reverberating across the globe every sector is adapting to customers clamouring for value and relevance. Squeezed by competition and uncertain investment returns the insurance market is responding by doubling down on digitisation. Leaders are choosing smart toolsets for agile, flexible and repeatable delivery of cashless, self-serve solutions at speed.

Whether you are re-engineering distribution, acquisition or how you service claims, it's time to flex the power of Netcall and low-code.

Fix the process disconnects that harm CX

Our Insurance LaunchPad includes applications designed to address the process gaps impeding great customer experience (CX).

Need an app to quickly settle low-value claims? Want to automate, integrate, validate? With Insurance LaunchPad, you can design, build, operate and adapt faster and easier. And because every insurance process is slightly different, you can customise these solutions to exactly meet 100% of your needs.

Insurance LaunchPad apps

These starter apps provide a range of tools designed to equip your business to deliver a great CX. They include:

- **Claims^Connect** – integrated supply chain fulfilment. A claims status tool providing visibility of supply chain performance with a consistent digital customer fulfilment experience, regardless of claim type or service provider - be they loss adjuster, approved repairer, service partner or contractor.
- **Virtual^Visit** – Video consultation has become the default channel for complex customer interaction. Virtual^Visit enables experts to gather data, deliver insight and impart expertise remotely. Dramatically improving customer experience, reducing cycle times and speeding settlement. Improved employee productivity and lower costs enables Virtual^Visit to be applied not just in claims but as part of policy acquisition and new customer on-boarding.

- **Data^Translator** – Flexing the power of APIs and microservices, Data^Translator extracts and transforms data from external providers, harnessing the power of Artificial Intelligence and Machine Learning to translate language and complexity or output to your target systems. Whether your data is unstructured, semi-structured or structured Data^Translator can be harnessed to remove manual processes, improve accuracy and automate the flow of data into your business.

In addition to these applications, Insurance LaunchPad also includes training on the Create platform and mentoring to help your team maximise the potential of these apps for the business.



Apps can be quickly built by your own business people working alongside IT, or by partners like CGI with CX, Intelligent Automation and Artificial Intelligence expertise.

Deliver CX that wins and retains customers

What's included?

Insurance LaunchPad also adds a range of useful utilities that can offer immediate value. These include:

- **Emergency Alerts** – push out alerts via text messages, emails and other channels to some or all of your staff in an emergency
- **Pre-Claim Questionnaire** – easily request and collate the information needed to ensure claims have all the information necessary to be processed
- **Visit Booking** – schedule and book visits for staff and perform remote visits where possible
- **Who's On?** – understand which of your staff is available for work and who may be unavailable through sickness or holiday

Build out to meet current and future CX needs

Insurance LaunchPad is an extensible platform designed for you to build out to meet current and future requirements. Apps can be built by your own business people working alongside IT or by a range of partners ready to help improve customer experience for your business.

- ✓ Equip your process people with the tools they need to build a great CX for your customers
- ✓ Create a seamless end-to-end journey for your customers for a CX that delivers great online reviews
- ✓ Reduce demand on the contact centre by giving customers greater visibility during every step
- ✓ Use increased automation to dramatically reduce the time and costs of processing a claim
- ✓ Understand customers' data better and integrate with AI tools to create the new products needed to win future business

Integrate with your existing systems

Insurance LaunchPad includes integration adapters that connect to, and take advantage of, your existing systems to benefit from the technology investments you've already made.

Built on Liberty Create

Insurance LaunchPad is built with Liberty Create, Netcall's powerful low-code application development platform that's designed for both business users and developers, allowing them to collaborate to build better customer experiences.

Create is a complete toolkit that covers the entire application lifecycle:

- ✓ Design the process
- ✓ Create the app
- ✓ Roll it out
- ✓ Link to your other systems
- ✓ Test it out
- ✓ Sign it off
- ✓ Track performance

Combining Create with CGI expertise

CGI is excited to be working with Netcall allowing us to combine the speed, flexibility and agility of the Liberty Create low-code platform with unrivalled CGI skills, governance, industry expertise and delivery.

CGI meet you where you are, delivering projects on-time, on-budget and contributing when and where you need them.

CGI key facts:

- 5500 insurance focused professionals worldwide
- 19 UK offices
- Known for completing difficult, complex, business critical, can't fail engagements. Including:
 - Market leading insurance rating solutions and insurer hosted pricing
 - Copernicus and Galileo satellite programmes [Optical, Radar and Infrared Data]
 - Police National Database
 - Nationwide rollout of UK Smart Metering
 - Nationwide rollout of UK Open Banking

CGI approach every engagement with one objective in mind - to help clients succeed.

Talk to us.

Contact Netcall for a demo on netcall.com/demo

Or call on **0330 333 6100** and say "Insurance LaunchPad"

Contact CGI on cgi-group.co.uk/insurance

Or call on **07808 267956**

 **NETCALL**

