



A Partner Solution for the Financial Services Sector

Managing Wholesale Insurance Transactions More Quickly and Cost Effectively

IBM **Information Management** software

Imagine Solutions MGAFLOW™

Partner Solution

■ **Target Industry**

*Banking and Financial Markets
Insurance*

■ **Business Applications**

Wholesale Insurance Management

■ **Products**

IBM Content Collector for Email

*IBM Content Collector for File
Systems*

*IBM FileNet Business Process
Manager*

IBM FileNet Capture

*IBM FileNet Content Federation
Services*

IBM FileNet Content Manager

IBM FileNet eForms

IBM FileNet Process Analyzer

IBM FileNet Storage Connectors

IBM InfoSphere Content Collector

IBM InfoSphere Enterprise Records

Business Challenge

Wholesale insurance brokerages systematically juggle multiple demands of underwriting and managing their clients' policies (e.g., writing policy endorsements, processing enrollment benefits, verifying evidence of coverage, handling claims and administering policy renewals). All of this is done while driving marketing efforts necessary to grow their business.

To remain competitive, brokerages must seek to reduce cycle time and cost per transactions associated with these activities, and to reduce related costs (e.g., transportation, filing, storage, paper, labor and courier costs). This must all be done while still ensuring their commitment to providing excellent client service.

Each of many functions identified above necessitates numerous business processes and files. Oftentimes this documentation and workflow is handled through various departmental solutions which can create barriers to collaboration, efficiency and compliance. Locally stored "shadow files" held at distributed offices are a corporate liability. They are typically not secured and are not a part of an overall enterprise-wide retention/destruction policy, and as such, exposes organizations to risk of non compliance.

Leveraging an enterprise-wide solution integrates team members and departments with a centralized

infrastructure, promoting the sharing of documents between distributed insurance offices and increased efficiency. This also aids insurers with improved business continuity and disaster recovery and helps protect corporate assets by ensuring that all client information is securely stored.

Solution

Imagine Solutions MGAFLOW™ helps managing general agents more effectively handle critical day-to-day processes that comprise their wholesale insurance business. Supporting all key business processes throughout the insurance organization (e.g., enrollments, endorsements, evidence of coverage, marketing, claims, renewals and benefits enrollment), MGAFLOW enables staff to focus on critical activities by delivering the right information to the right person, at the right time.

MGAFLOW enables support staff to capture all claims-related records and documents at the source – remotely or centrally – both in paper and electronic form, which kicks off various business workflows. This allows documentation to be shared between offices, seamlessly integrating with existing agency management systems.

Value Proposition

Automating and streamlining the lifecycle of insurance related documents cuts paper handling and cycle time, enabling agents and their employees to more quickly resolve customers' concerns. The



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ability to more efficiently manage routine activities allows wholesale insurance organizations to: shorten cycle times for key business processes, reduce headcount, improve customer service levels, mitigate compliance risks and slash operational costs.



Imagine Solutions provides a significant competitive advantage with MGAFlow, enabling wholesale insurance agencies to:

- Be more responsive – one document at a time;
- Increase their policy handling capacity with existing (or minimized) resources;
- Save additional headcount by pooling support resources;
- Eliminate errors through the integration of enterprise records;
- Comply with records management policies and procedures from a single system;
- Achieve consistent records management practices across the enterprise;
- Demonstrate compliance and full audit requirements;
- Capture the benefits of paperless billing; and,
- Go “green,” by reducing paper waste.

Company Description

Imagine Solutions is an IBM Software ValueNet Business Partner and provider of full-service ECM solutions. They have a proven track record of accelerating paper and process workflow for information-intensive, compliance-driven organizations in the financial services, healthcare, energy, insurance and government industries.

For companies that seek to grow their business without linear cost increases, Imagine Solutions provides well-conceived ECM strategies that optimize business practices across the enterprise, or line-of-business, through a unique balance of industry experience, ECM solutions and superior proficiency. The results: paper volume diminished; productivity heightened; compliance and audit risks minimized; and operational costs reduced by 30 percent or more.

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