appian

Appian Connected Underwriting

Appian for Insurance.

As underwriting leaders know, underwriting is a careful balance between speed and accuracy. If processes move too slowly, desirable low-risk customers will go elsewhere. But, making rash decisions can result in putting unprofitable risks on the books.

The process of receiving an inquiry, assigning it to an underwriter, assessing the risk, and delivering a quote back to the potential customer relies on a wide array of data, technology, and teamwork. Insurers need a solution that helps optimize underwriting workflows with accelerated, connected processes.

Accelerated underwriting is a business imperative.

Underwriting departments today face a number of challenges, including the following:

- Manual data extraction and validation increases submission processing time and drives up costs.

- Incomplete and inaccurate data leads to suboptimal decisions.

- Siloed information does not provide a 360-degree view and limits underwriters' ability to effectively analyze data.

- Inefficient processes lead to delays in responses to brokers/intermediaries and customers, decreasing customer satisfaction.

- Inability to handle growing business volume.

Automate underwriting processes.

Built on the Appian Low-Code Platform, Appian Connected Underwriting empowers insurers to accelerate the underwriting process and improve the customer experience by reducing time to quote and quickly integrating disparate data sources to create a single 360-degree view.

Connected Underwriting offers insurers the following best-in-class features:

Data ingestion:

- Real-time, 24/7 monitoring and processing of incoming submissions.

- Automatic extraction of data from various document types, including PDFs, Microsoft Excel files, and more.

Clearance:

- Quick duplicate checks.

- Personalized correspondence generation.

- Broker of record tracking.

- Application and data completeness.

- Existing coverage checks.

Triage:

- Custom queues for new business and renewals.

- Prioritized submissions: sweet spot vs. less interested.

- Expedite exception handling.

- Automatic emails and follow-ups with brokers and intermediaries.

Data enrichment:

- Open integrations and APIs with existing claims systems to assess loss history.

- Integration with third-party sources to retrieve relevant data for underwriting.

- Quick quote set up in the policy system for bind and issue.

Key benefits of Connected Underwriting.

- **Increase speed to quote.** Boost straight-through processing by unlocking a single, 360-degree view to reduce underwriters' turnaround times.

- **Write more business with the same number of resources.** Eliminate redundant manual data entry and improve process efficiency using RPA, intelligent document processing (IDP), and AI.

- **Deliver a superior customer experience.** Simplify customer journeys and reduce quote-to-bind times to win and retain more customers.

- **Minimize risk and improve profitability.** Pull in data from advanced data sources to better determine the risk level of a potential customer while increasing quote-to-bind ratio.

- **Remain agile and adapt fast.** Whether you're looking to manage growing business volume or changing underwriting requirements, Connected Underwriting is highly configurable and can be easily customized to meet your unique business needs.

Appian delivers value across the underwriting process.

Accelerating underwriting on a global scale. CNA used Appian to develop a global solution to connect hundreds of strategic business partners in 164 different countries, allowing them to write and manage local-admitted policy placements around the world in real time. Now, regardless of location, CNA's agents and underwriters can track the status of all policies, any potential issues, and their timing, claims, and payment status, all within one platform.

Leaders in insurance trust Appian.

AON   AVIVA   AEGON   SSQ insurance   PACIFIC LIFE

VERMONT MUTUAL INSURANCE GROUP   Cigna   CNA

Learn more at **appian.com/insurance**

Contact us at **info@appian.com**