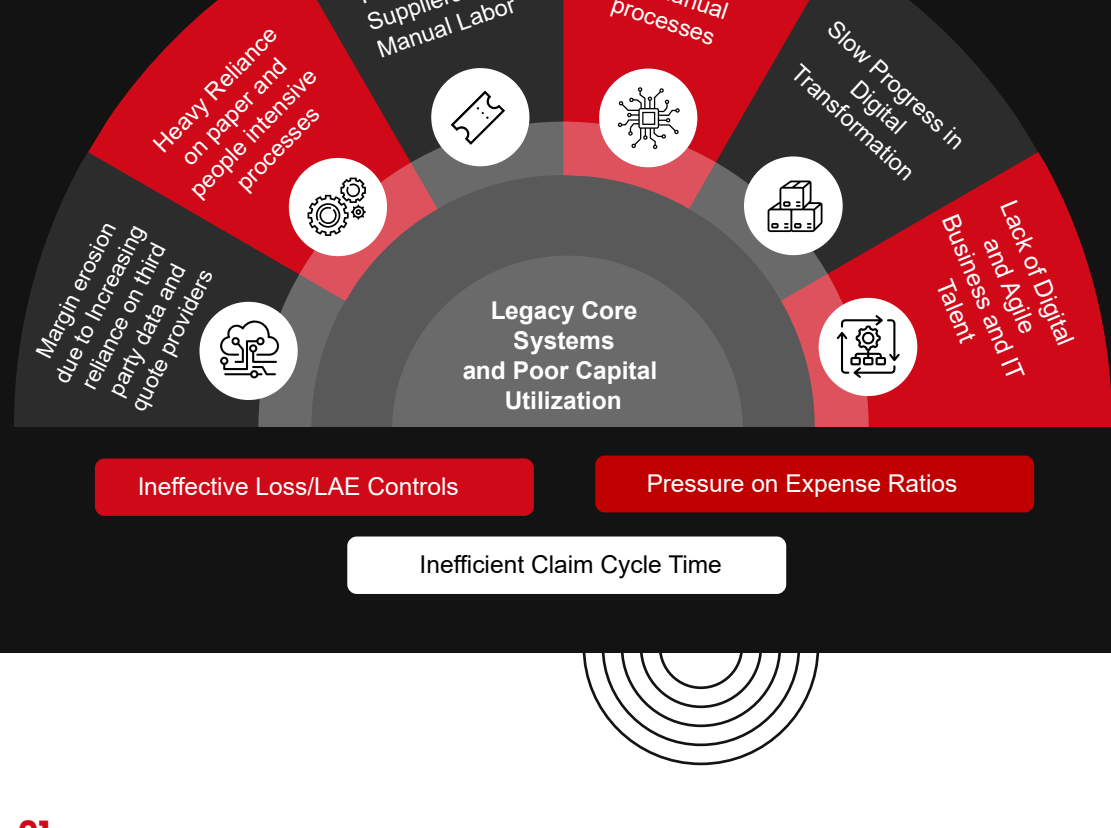


# Reduce Expenses & Optimize Operations

Are you as efficient as you need to be competitive?

## Carriers and Agencies face profitability and efficiency headwinds that has slowed their digital transformation

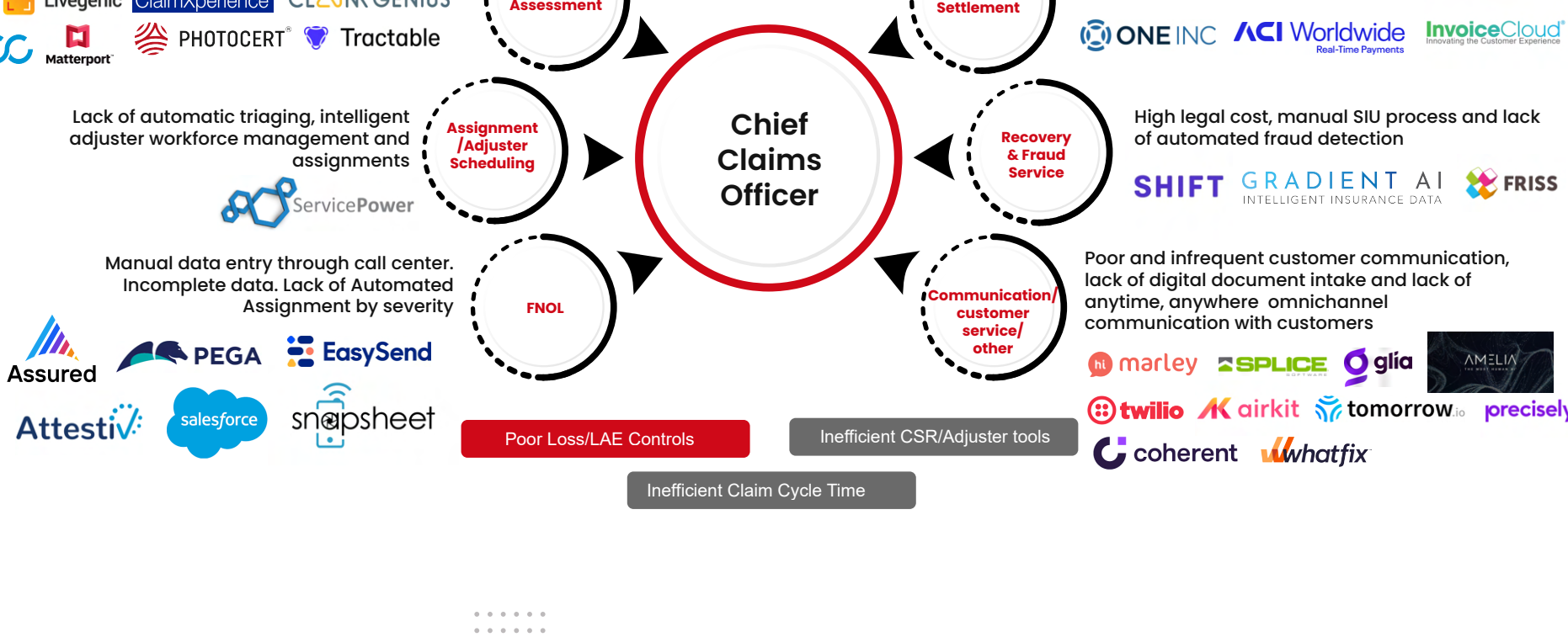
To become digital, carriers and agencies must accelerate Operational Efficiency and Improve Customer Experience



### 01 Claims

From digitizing First Notice of Loss to claims Straight-Through Processing, paperless workflows, machine vision, virtual payments and Fraud detection, claims transformation opportunities can dramatically reduce Loss Adjustment Expense (LAE) while improving claim customer experience.

#### Digital Claims strategies can lower friction and increase efficiencies

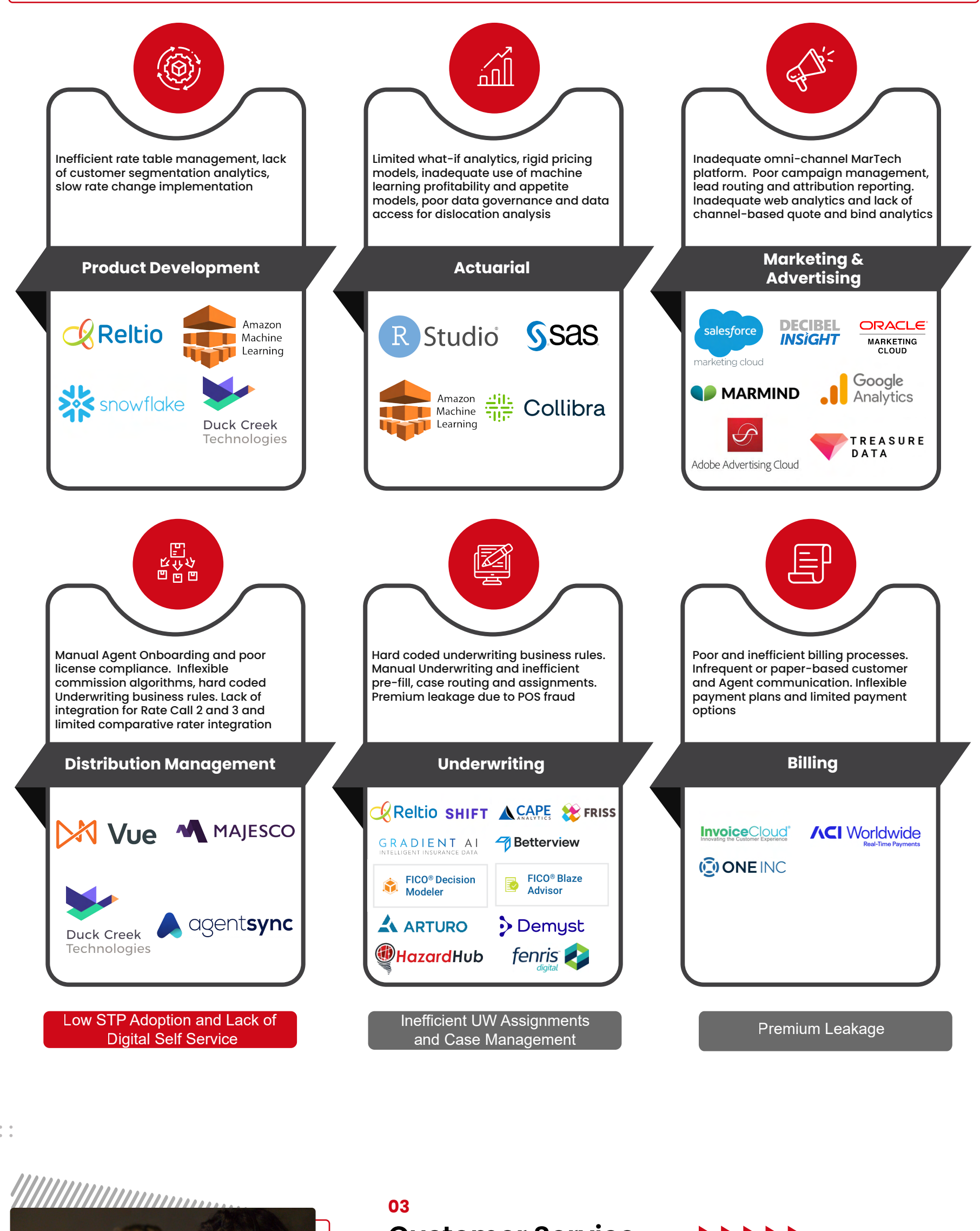


### 02 Underwriting



From applying Analytics and Machine Learning to product development, digitizing marketing and producer management, leveraging self-service solutions for endorsement processing and implementing underwriting straight-through processing, efficiencies and optimization solutions can dramatically improve new business acquisition, and product profitability while optimizing operating cost.

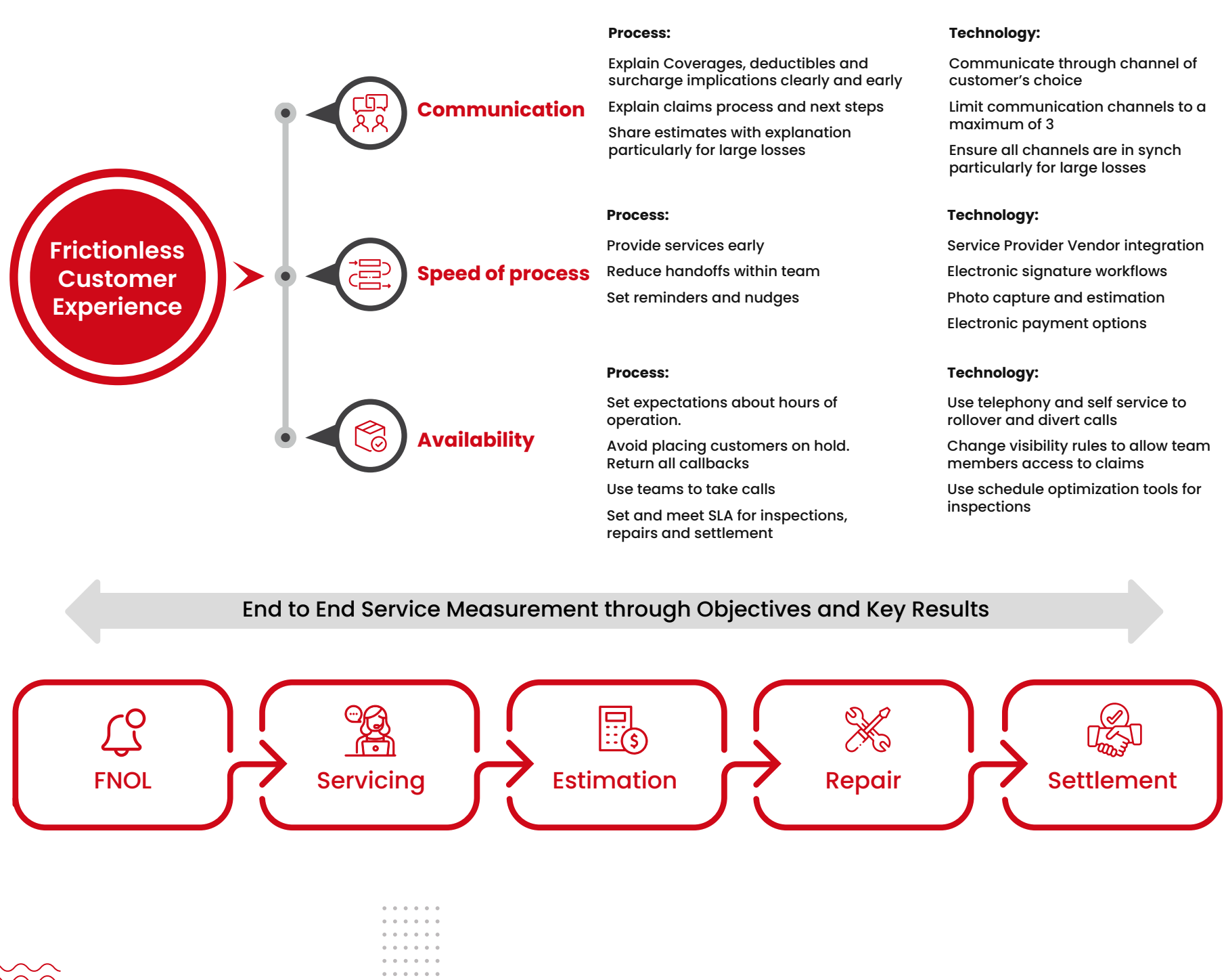
#### Digital solutions and strategies can improve Underwriting and Product Management Efficiency



### 03 Customer Service

From improving the Virtual agents (bots) at the start of a customer interaction to improving the CSR desktop and better management of the contact center staff scheduling and forecasting, Contact Center technology solutions offer many opportunities for improved customer experience and lower operating cost through self service and handle time reduction.

#### Customer interactions are moments of truth for carrier agility and responsiveness



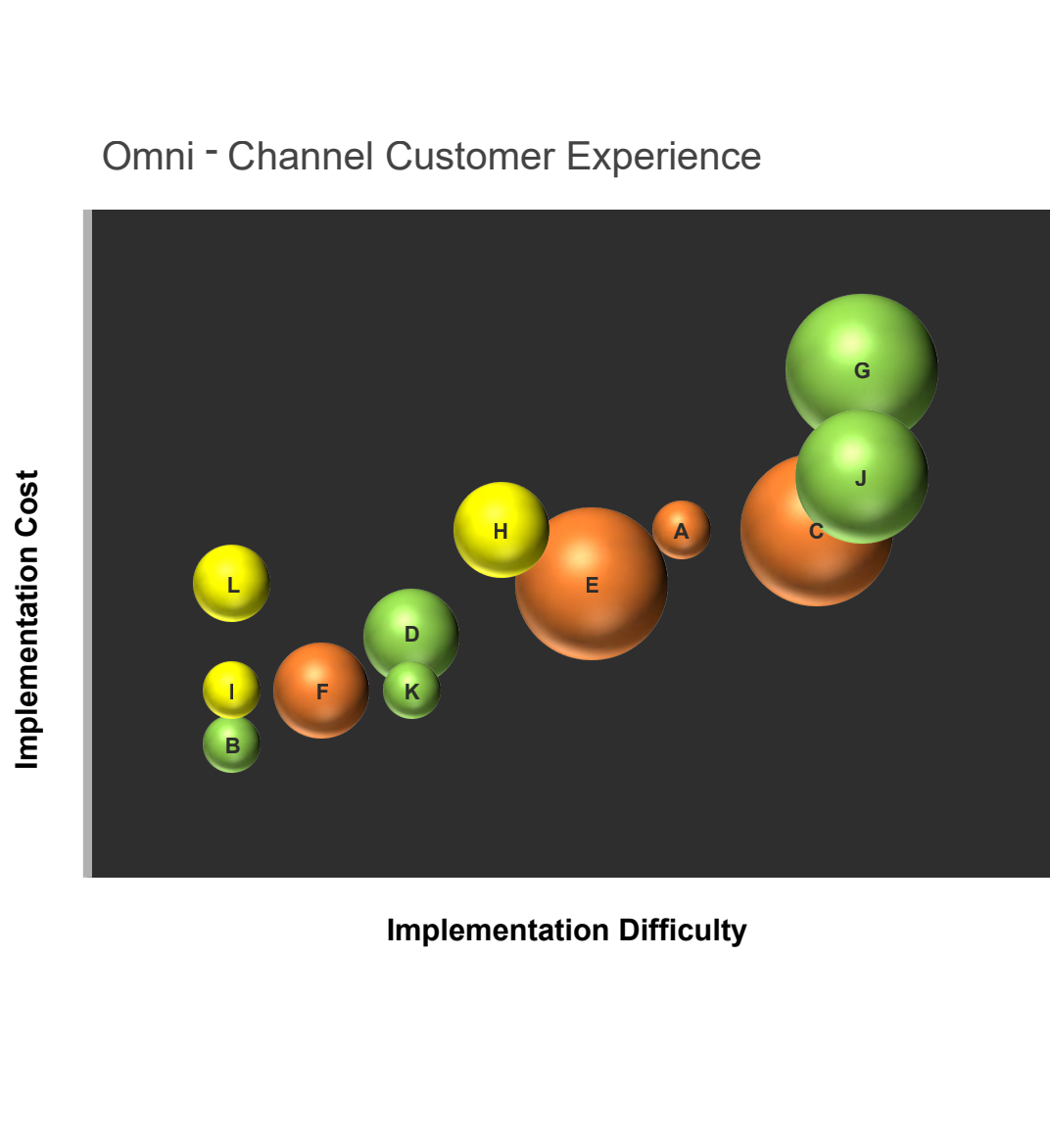
### 04 Contact Center



Every stage of the Customer Experience can benefit from automation, process re-design, single view of Customer and CRM solutions that result in frictionless customer experience at a lower operating cost.

Improved Customer Experience

Improved CSR Efficiency

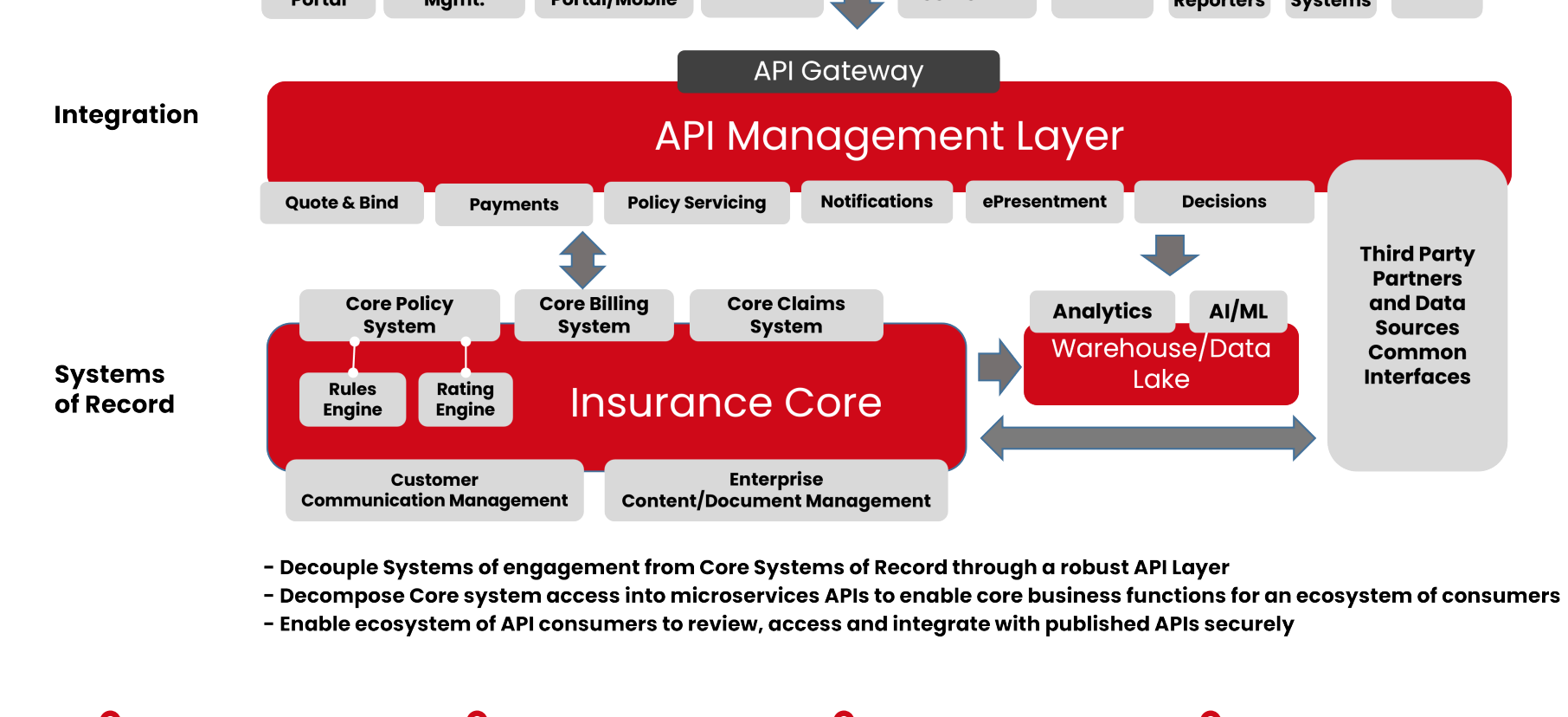
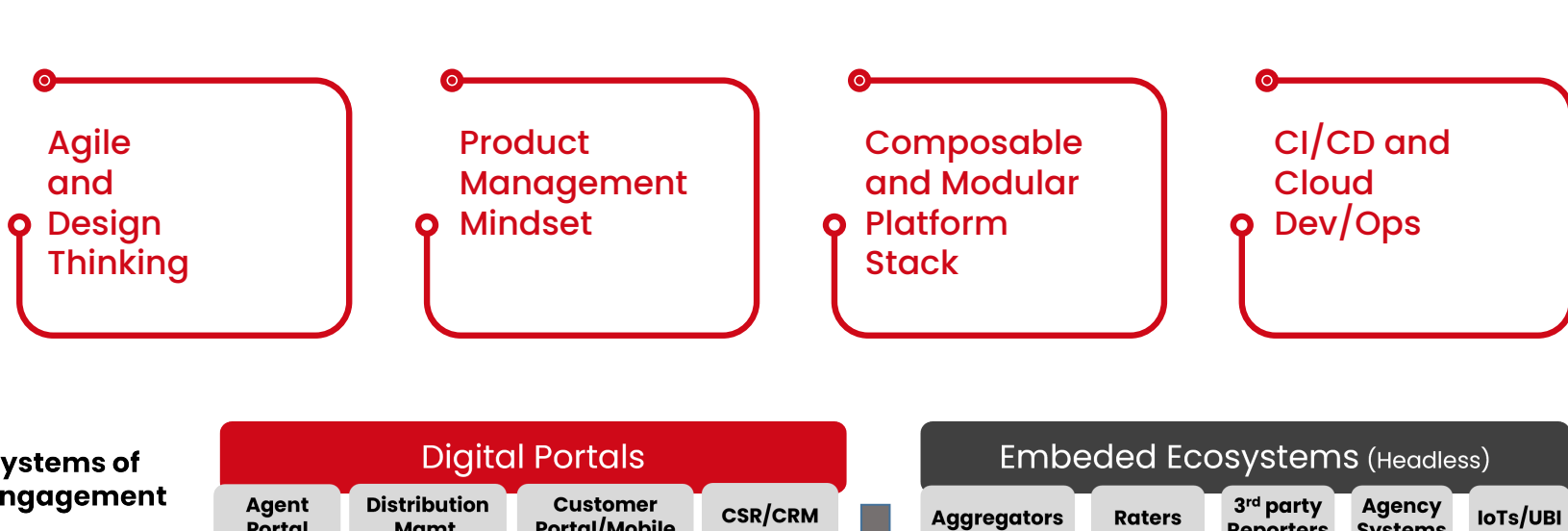


- #### Opportunities
- Real-time Speech Analytics on phone calls between CSRs and customer
  - Recent activity analysis to determine caller intent
  - IVR self-service for high-volume, easy /medium complexity intents
  - Co-browsing and Website/port navigation based on chatbot questions
  - Chatbot self-service
  - Outbound text notifications and reminders
  - Speech Recognition with Natural Language Understanding (NLU) to determine caller's intent
  - Digital Voiceprint on phone calls to improve customer Identification and Authentication
  - Channel switch option from phone to mobile chat with context preservation
  - Natural Language Understanding (NLU) to determine chat user's intent
  - Channel switch from chat channel to phone with context preservation
  - Click to call, video call and Call Back Assist



### 05 Information Technology

CIOs and CTOs have a unique opportunity to leverage Information Technology to accelerate business transformation through modular architecture, operational cost optimization, agile delivery, Dev/Ops, Product Management and effective asset management.



- Decouple Systems of engagement from Core Systems of Record through a robust API Layer
- Decompose Core system access into microservices APIs to enable core business functions for an ecosystem of consumers
- Enable ecosystem of API consumers to review, access and integrate with published APIs securely



Exavalu is a specialized digital transformation advisory & implementations partner to some of the world's largest insurance carriers. Our extensive knowledge of the insurance domain, technology expertise, and philosophy of building long-term relationships makes us the go-to business transformation partner to insurers globally. Combining our deep industry knowledge and technological excellence, we deliver high-value solutions to our clients that sustain business growth through innovation, digitalization, modernization, and optimization.