

# Insurance Portfolio 2016 v.7



# Agenda

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Corporate Overview

Insurance Landscape

Insurance Portfolio

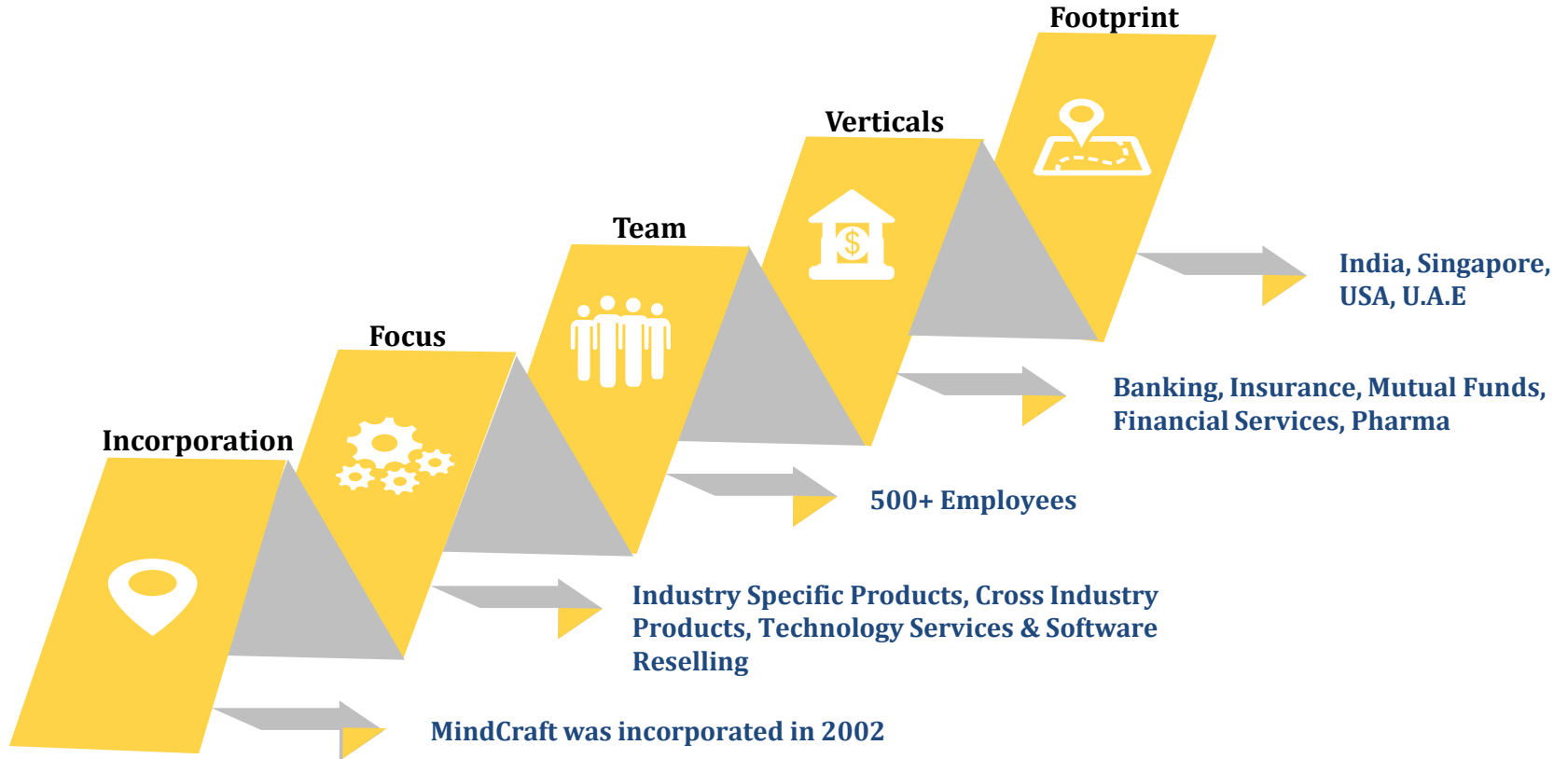
Products, Solutions & Services

Projects & Case Studies

Software Reselling

Advantage MindCraft

Key Clients



# Insurance Landscape

The Insurance industry copes with a number of challenges – from dealing with large amounts of data to regulatory changes and risk management. These growing pressures often necessitate a business model transformation.



TECHNOLOGY



ROI



GLOBAL ECONOMY



REGULATORS & GOVERNMENTS



LIQUIDITY RISK



CHANGING CUSTOMER BEHAVIOUR



STOCK MARKET VOLATILITY



WORKFORCE

MindCraft can help you re-invent your business model by adopting the right technology. We have solutions for reporting your business risk as well as setting up advisor kiosks. We can partner with you to help you achieve your business goals.



## Products & Solutions

We offer a range of products and solutions developed specifically for the Insurance sector.



## Services

Explore our expertise in various service lines including development & integration, business intelligence & systems software management.



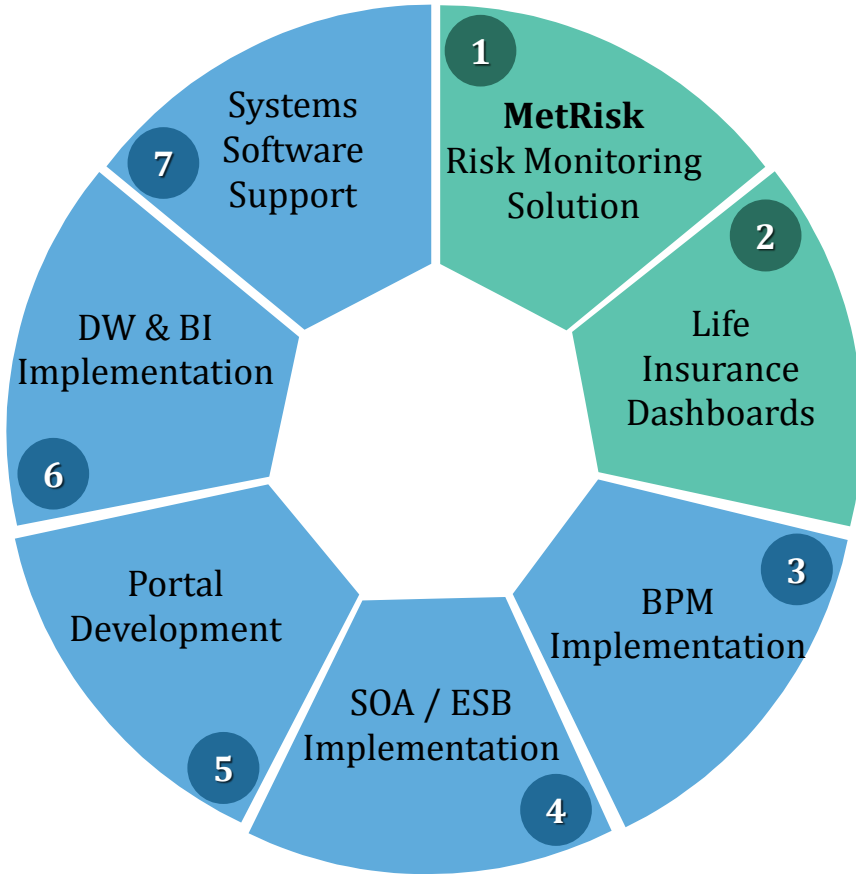
## Insurance Projects

Utilize our knowledge of having delivered successful projects to overcome business challenges.



## Software Reselling

Allow us to take care of all your licensing requirements.



1

Enterprise-wide business risk assessment dashboard for key risk metrics. Captures risks across business functions, geographies, channels, time-periods & products.

2

Interactive dashboards covering different KPI's used by the Insurance industry. Provides accurate MIS on daily / monthly / quarterly / yearly basis across channels / geographies / products

3

Implementation of workflow and process automation solutions in various functions like new business, payments and customer service

4

Design comprehensive Enterprise Architecture - from a simple ESB-based service gateway to a complex event-driven or change-log driven integration

5

Development of internet based portals for various communities. Offers a unified view for Customers, Advisors and Employees.

6

Precise and intuitive dashboards providing a panoramic view of multiple aspects for senior management and detailed reports for on ground operations teams.

7

Back to back SLAs for management of systems software that spans across multiple middleware and database stacks.

# Projects & Case Studies

## Lead Management System

MindCraft has built a lead management system for a life insurance company. It covers the entire life cycle of a lead concluding in either conversion, dropped or lost statuses.

## New Business Workflow

MindCraft created a workflow for tracking New Business statuses right from Application entry phase to Policy Issuance. The system was integrated with client's policy administration, auto-underwriting & other applications.

## Sales Progression

MindCraft built a system that provided the front lines sales managers a structured and clear career path tracked using online goal sheets. It enabled individuals to get a clear view on their goals, rewards & let them decide their next job progression.

## Claims Workflow Automation

The enterprise-wide 'Claims Lifecycle Management System' was designed for a private sector giant. It has an automated process for managing & tracking claims right from claim intimation to adjudication / processing, approval and finally to settlement /payout.

## Benefit Illustration

MindCraft created a tool for a life insurance company to generate benefit illustrations for their end customers prior to buying an insurance policy. The tool was made available on offline & online modes. It came with a responsive application design.

## Enterprise Portal Implementation

A leading life insurance company required an enterprise-wide portal. MindCraft developed and implemented a Customer, Advisor and Employee Portal. The portal also offered content management.

## Operational Data Store

A life insurance giant required an operational data store to be designed. MindCraft developed a centralized standardized enterprise data store. This was a single platform for all upstream and downstream data integrations.

# Projects & Case Studies

## Advisor Kiosk

MindCraft helped a large insurance company install self operating kiosks for advisors to have instant access to information such as policies issued, customer payouts, statements, fund value, policy information, application pending, commissions, premiums due etc.

## Form Data Capture

There is a provision for configurable Data Entry forms for various products with split screen & zoning facilities. It was also integrated with various systems such as Ingenium, Content Manager etc. This was developed for a leading insurance company.

## e-KYC

With compliance paying a key role in the life insurance industry, MindCraft created a tool for a life insurance company to check KYC compliance without having to depend on manual checking involving a lot of paperwork.

## E-Application

MindCraft built a web based application enabling online as well as offline application / proposal information capture. The application provides accurate underwriting decision to the customers / advisors / channel partners of the client.

## De-Duplication

A means of processing millions of records of customers, vendors, advisors etc. and identifying potentially duplicate entries. De-duplication helps get a control on the spend on these entities and also gets a measure of ROIs for promotional campaigns.

## Virtual Office

MindCraft created a solution that catered to Customers, Advisors, Employees and third party distributors. It ensured that while customer experience was enhanced, it was easy for employees to access and oversee transactions to mitigate risk

## Signature Cropping

A solution that enables verifying and mapping customer signature on a policy servicing request with the signature on application form. Where customer signature is not available in the system, the solution offers on-the-fly signature cropping.





1



## Technical Expertise

Achieve higher efficiency levels through our range of products, solutions and services.



3

## Experience

Having been in this business for more than a decade, we understand our customers and their business well.

5



## Value on Investment

Leverage your IT investments better. Reduce and control your operating costs by engaging with us.



7

## Partnership Model

Over the years, we have built long-term strategic relationships with our marquee customers.

2



## Right Size

At 500+ we have the right scale to execute large projects while giving executive attention to our engagements.



4

## Excellent Service

Our SLAs are aligned to your business objectives, so we can help you achieve your goals.

6



## Speed

We adapt to change very fast. We are better equipped to help you cater to the dynamic market requirements.



8

## Alliances

Strong ecosystem created by long-term strategic alliances that have helped us create proven technology solutions.

## Insurance



# Thank You!



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Dubai, UAE

Mumbai, India

Singapore

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