unqork

P&C Insurance
Client Onboarding

Digitize paper-based processes, improve questionnaire logic, reduce application processing time, and integrate external systems to fully digitize the customer lifecycle from quote request and proposal generation to binding and issuance.

Today, insurance application systems are rife with manual checkpoints, paper forms, and needless complexity. Intake processes, systems, and even questionnaires can vary from channel to channel resulting in disjointed customer experiences and inconsistent data collection. Many existing systems offer limited-to-no upfront data validation and remediation, which can then require additional back-and-forth cycles with customers down the line. Companies are forced to maintain large back-office teams just to keep up.

This complexity and over-reliance on manual processes negatively impacts all stakeholders: Customers are frustrated by multiple steps and lagging resolutions, agents spend time executing high-volume administrative tasks instead of value-generating ones, and carriers incur a significant amount of risk and cost.

Building new business acquisition processes with Unqork (be they direct-to-consumer or agent-led) allow carriers to inject new efficiencies to existing operations and provide the flexibility to address tomorrow's challenges. Unqork client onboarding solution makes it easy for companies to:

- Digitize and optimize customer information collection: Move paper forms online, build in logic to skip unnecessary questions, and seamlessly integrate with external systems for key information (e.g., license validation, etc.).

- Automatically verify customer data: Automatically check for data integrity and completeness during the application process and alert customers to any potential issues and provide a means to independently fix them. This avoids time-consuming, expensive manual back-and-forth cycles after the fact.

- Unify digital processes into a single application: Deliver digital forms with e-signature functionality to help rapidly close sales, while increasing auditability and compliance.

The result is a dramatically accelerated applications process that reduces errors, improves the client experience, amplifies agent productivity, and reduces costs. Furthermore, because the solution exists within Unqork's no-code platform, changes to the process and workflows can be implemented quickly using limited resources.

Key Benefits

- **Improved customer satisfaction:** Enhance the client experience by reducing pain points and providing self-management capabilities

- **Increased business agility:** Allow business teams, not just IT, to make rapid changes to products and user experience without coding resulting in accelerated speed-to-market and speed-to-value

- **Enhanced ease-of-use:** Contextually appropriate questions and improved data capture from external sources to minimizing data entry

- **Improved data quality and reduced operational risk:** Automate the collection and verification of data

- **Reduced cost**: Reduce the need for manual execution of high-volume processes

- **Improved decisioning:** Operation-wide data analytics can provide better insights into client behavior and preferences

Key Capabilities

Omni-Channel

Consistent data capture, validations, processes and workflow regardless on intake channel

Friction-Free Handoffs

Agent- and/or customer-led digital workflows with ability to transfer edit rights at any point

Third Party Integrations

Seamless integrations with external data providers and systems to capture customer and exposure / risk information to minimize data entry

Straight-Thru Processing

Automated validations rules, eligibility checks, knockout questions, and financial systems integrations to process straight-through fulfillment

Transparency & Accountability

Manage the entire process with insights to progress, ownership with automated routing, alerts and notifications

End-to-End Digital Workflow

Integrated with carriers' core systems to fully digitize the process from quote request to proposal generation and fulfillment with e-payment and e-signature

Success Story

A Global Specialty insurance carrier used Unqork to build a digital solution fully automating intake, quote, bind, and issue for no-touch and underwriter workflows. The solution was designed for optimal customer and agent experience, underwriter flow, underwriting admin flow and sales and customer service agents along with mobile responsive capabilities for rapid responses and approvals.

- Achieved 100% paper-free processing
- Increased quote-to-bind ratio by 10%
- 90% reduction in time to quote, drastically improving client experience
- Lowered expense ratio and operational risk with automation and controls
- Speed to market in 12 weeks from inception to production with only 5 resources

About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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