SPIXII

Customer-facing Processes Automation | Performance Assessment
(Quote & Buy, Policy Administration and Claims)

The current economic climate and the adoption of digital channels by consumers is encouraging insurers to rethink the interactions they are having with their customers. There are many new solutions available which have the potential to both enhance the digital customer experience and drive greater process automation delivering improved service and reduced operating costs. As a result, we designed this remote performance assessment to answer these three questions:

1. **Is your organisation leveraging automation for customer-facing processes?**
2. **Are there opportunities to significantly enhance how your customers engage digitally and drive resulting improvements in customer experience and operational costs?**
3. **What tangible benefits can be delivered through the adoption of a CPA platform?**

PERFORMANCE ASSESSMENT REVIEW REPORT

Detailed Test Gap Analysis
Spanned across 10 days to 20 days based on the number of processes

Profile the current processes
- Kick-off workshop
- 1 interview per process
- Desktop research

Benchmark & Roadmap
Locate the position of your processes with achieving goal in sights

Plan tangible enhancements
- Benchmark against Spixii data
- Quick-wins and long-term goals
- Build your business case

Interactive Workshop
Discuss findings and recommendations with your teams

Engage the key individuals
- 2-hours workshop facilitated by Spixii
- Reinforce the relevance of findings
- Implementation considerations

> **If your needs or the needs of your customers resonate with the framework below, get in touch!**

Customer-facing processes ↓	Needs of Insurers	Needs of Customers	Benefits for Customers and Insurers
Quote & Buy	**Fully compliant, performant digital solutions** that are **customer centric** designed with their product expertise in their tone of voice.	Despite web-forms, prospects have to wait for their questions to be answered over the phone or web live chat **saturating call centres and agents.**	**Conversion rates maximised** for each specific customer segments. Immediate and 24/7/365 available to **capture prospects** up to payment.
Policy Admin	Ability to **solve repeating queries at scale** by enabling self-serve with real-time update in the core system.	Customers **struggle to complete their simple changes online** directly.	**Free up staff and enable self-serve** for your customers when they renew or have changes on their policy. **Create additional touch points** to improve trust and cross-sell.
Claims	**Seamless and personal experience** from the First Notice of Loss (FNOL) up to the payment with a feedback loop to increase the proposition of touchless claims	**Customer need immediate guidance** when claiming and want their claim to be managed swiftly avoiding to chase the insurer.	**Reduce costs** with **effective, resilient and performant claim** automated process. Give **immediate and personal response to claimants**, even during surge.

Start the journey today and enquire now at
business@spixii.com

CLIENT SUCCESS STORIES & TESTIMONIALS

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