

# Hyland's insurance solutions: Powering the digital age



Insurance companies are battling a highly competitive environment with an aging infrastructure that doesn't provide the speed and flexibility for the fast-changing market conditions. How can you thrive in the next generation of insurance while meeting the increasing demands of the digitally connected consumer?

Forward-thinking insurers are turning to intelligent content solutions that increase efficiency, reduce risk, lower costs and improve customer satisfaction..

You need to:

- Empower employees with the right information to deliver exemplary customer experiences
- Provide a complete view of data and documents for informed decision-making
- Streamline and speed processes for claims, new business, underwriting and policy administration
- Reduce legacy infrastructure and modernize to the cloud for agile, flexible content delivery

Whether you are looking for a low-code and easily configurable solution, or an open-source and cloud-native option for a custom build, Hyland can help. We've got the technology and experience to support your content management goals with Hyland's OnBase or Alfresco Digital Business Platform.

We know that the value of your content comes not from storing it but from using it to move your organization forward. We work tirelessly to create transformative process and content management solutions that will help you drive greater insights and effectiveness in the digital age of insurance.

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We wanted a solution that could get up and running quickly, was cost effective and could integrate with many of our existing systems. OnBase meets all three criteria.

**Steve Ropp**

Vice President, Operations Service, Kansas City Life Insurance

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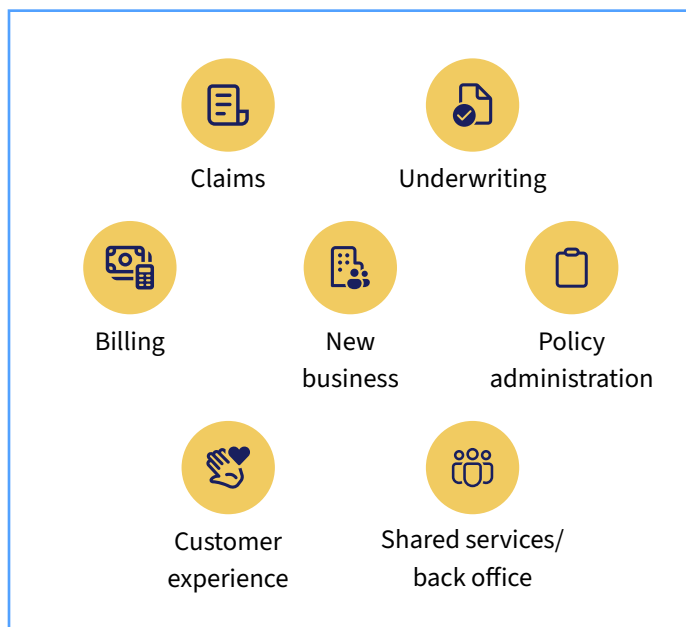
Workflow is probably the most beneficial part of OnBase to our organization. We're more efficient, writing better business and reducing the expense associated with investigating every application.

**Joseph Malecki**

Senior Analyst, Utica National Insurance Group

		With Hyland, your organization can
 <p><b>Claims management</b></p>	<p>Insurance carriers of all sizes and types are facing a rise in the volume and types of content. This makes it difficult to deliver a seamless claims experience. From first notice of loss to payment, the claims experience is a pivotal moment for your customers, and it requires a streamlined process.</p>	<ul style="list-style-type: none"> <li>■ Centralize all claim details within an existing claims management system (e.g., Guidewire, Duck Creek)</li> <li>■ Easily manage PDFs, videos, audio, photos and other types of content in a digital claims folder</li> <li>■ View, manage and share content among claims adjusters and external third parties quickly and easily</li> <li>■ Automate steps taken for standard claims and build in business rules that identify and escalate complex claims to the right adjusters</li> </ul>
 <p><b>New business and underwriting</b></p>	<p>Today's insurers know that speed is critical to deliver a positive experience when consumers are shopping for a new policy. And underwriters need a complete view of all data and documents to make informed decisions.</p>	<ul style="list-style-type: none"> <li>■ Capture documents and link them to applicant files and automatically route data and documents to the right employees for immediate action</li> <li>■ Ensure consistent and timely tasks with workflow and document tracking</li> <li>■ Gain instant access to all content, allowing underwriters to make data-driven decisions and issue new policies quickly — creating satisfied and loyal customers</li> </ul>
 <p><b>Policy administration</b></p>	<p>When your customers make a change to their policy, they demand speed, transparency and consistent communication. Today's insurers often fall short in delivering a positive customer experience simply because their systems fail to make information available and accessible.</p>	<ul style="list-style-type: none"> <li>■ Deliver self-service policy maintenance to empower users to take more control over account details, offering the ability to edit addresses or modify policy preferences</li> <li>■ Use mobile-friendly online forms and leverage existing data</li> <li>■ Provide customers with omnichannel policy maintenance, delivering consistent communication via phone, online, mobile and mail channels</li> </ul>





### Hyland content and process automation

- Intelligent document processing
- Content management
- Robotic process automation (RPA)
- Workflow
- Customer communication management
- Case management
- Reporting and analytics
- Enterprise search
- Retention and records management



**Core systems:**  
Claims, Policy, Billing,  
Portal, CRM, GL



**Key integrations:**  
Guidewire, Duck Creek,  
Salesforce, Workday +  
more

## Add new value to existing systems

Hyland's content services integrate with core insurance systems like Guidewire and Duck Creek. With pre-built integrations, you can eliminate time-consuming implementations and empower your employees with needed information that's delivered within their familiar core system interface. In addition, Hyland seamlessly integrates with leading enterprise systems like Workday, SAP, Salesforce and others.



The integration between OnBase and Hyland RPA has helped us design the perfect claims and new business system. There's no way we could have achieved these results without both of those assets.

### Kyle Swearingen

Vice President of Development, Funeral Directors Life Insurance Company

## Discover Hyland

The Hyland platform provides secure, cloud-based content and digital process automation solutions across the life cycle of insurance processes, starting in the mailroom and extending across policy and customer service, claims, compliance and back-office operations. These solutions are designed to unlock the value of content — inside and outside of core systems — across the insurance organization.

Hyland has provided content services solutions to insurers for more than 30 years and is a recognized leader by IDC for cloud content services.

Is your organization ready to adapt quickly and effectively to a changing industry?

➔ [Learn more about Hyland's insurance solutions.](#)

## About Hyland

Hyland uniquely empowers organizations with unified access to AI-enabled enterprise content and unstructured data across repositories, unlocking profound insights that fuel innovations – fundamentally redefining how they operate and engage with those they serve. The pioneer of the Content Innovation Cloud™ — a unified content, process and application intelligence platform — Hyland is trusted by thousands of organizations worldwide, including more than half of the Fortune 100.

