

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 modern content services platforms that increase efficiency, reduce risk, lower costs and improve customer satisfaction.

“ 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



You need to:

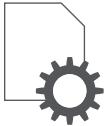
- ✓ **Empower employees with the right information to deliver exemplary customer experiences**
- ✓ **Provide a complete view of data and documents for informed decision-making**
- ✓ **Streamline and speed processes for claims, new business, underwriting and policy administration**
- ✓ **Reduce legacy 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.

“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



CLAIMS MANAGEMENT

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.

With Hyland, your organization can:

- Centralize all claim details within an existing claims management system (e.g., Guidewire, Duck Creek)
- Easily manage PDFs, videos, audio, photos and other types of content in a digital claims folder
- View, manage and share content among claims adjusters and external third parties quickly and easily
- Automate steps taken for standard claims and build in business rules that identify and escalate complex claims to the right adjusters



NEW BUSINESS AND UNDERWRITING

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.

With Hyland, your organization can:

- Capture documents and link them to applicant files and automatically route data and documents to the right employees for immediate action
- Ensure consistent and timely tasks with workflow and document tracking
- Gain instant access to all content, allowing underwriters to make data-driven decisions and issue new policies quickly — creating satisfied and loyal customers



POLICY ADMINISTRATION

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.

With Hyland, your organization can:

- 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
- Use mobile-friendly online forms and leverage existing data
- Provide customers with omnichannel policy maintenance, delivering consistent communication via phone, online, mobile and mail channels



Claims



Underwriting



Billing



New business



Policy administration



Customer experience

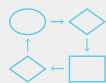


Shared services/back office



HYLAND CONTENT AND PROCESS AUTOMATION

- » Intelligent capture
- » Content management
- » Process automation
- » Collaboration
- » 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

“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

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.

DISCOVER HYLAND

The Hyland platform provides secure, cloud-based content and digital process automation solutions across the lifecycle 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 almost 30 years and is a recognized leader by Forrester for content services platforms.

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

Learn more at [Hyland.com/Insurance](https://www.hyland.com/insurance)

Hyland™