

Solutions for the Insurance Domain

Ionidea's
Solutions
Transform
Insurance
Companies,
Maximizing
Productivity

1. Liberty Mutual

Online Quotes in less than a minute

PRIOR TO WORKING with Ionidea, Liberty Mutual generated Workers Compensation Policies using ABEL. ABEL was not user friendly. It required users to enter an enormous amount of data before policy production could begin. Policy processing took 3 to 4 business days before quotes or policy documentation could be forwarded to the customer for review.

Many times, either because of entry errors or system glitches, ABEL failed to produce any policy documentation. When this happened, policy information had to be re-entered and reprocessed further delaying the process. Ionidea and Liberty Mutual teamed-up to produce *Liberator*, a new streamlined system that provides:

One Stop Processing

- Call Center Operators capture complete policy information while the customer is on the phone.

Rapid Quotation Capabilities

- Policy quotations are provided to customers in less than 1 minute.

Full Automation

- All manual policy-processing steps were eliminated.

Through our efforts we were able to reduce the time to produce a new policy from 4 days to 3 hours.

2. Blue Cross/Blue Shield

Hold time significantly reduced

Prior to working with Ionidea, Blue Cross/Blue Shield customers were forced to wait for long periods of



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time when checking the status of their Medicare claims. Once the call finally reached a Customer Service Representative, customers had to wait even more time while their personal information was entered and their claim records were retrieved.

Ionidea Success Stories

Ionidea developed an Integrated Voice Response (IVR) and Customer Relationship Management (CRM) system that accomplishes the following:

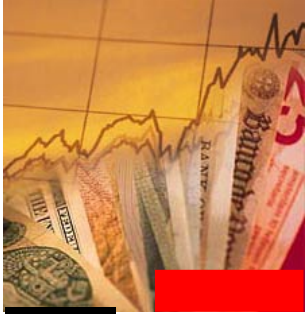
- Captures callers account information using a *Voice Response* system before the call is transferred to a representative .
- Customer's contact information, history, claims information, and reason for the call is retrieved and relayed to an available Customer Service Representative, eliminating the need for manual account information retrieval .

- Optimizes and significantly reduces hold times, by efficiently routing incoming calls to available CSRs most qualified to handle the customer's specific request
- Enables instant access to claim status as well as the original claim documentation.

Blue Cross & Blue Shield is now able to handle larger call volumes and service its Medicare customers faster and more efficiently.

3. S1 Corporation

To develop the Consumer Insurance Application (E-Insurance), which enables Insurance Institutions to offer services to current and prospective customers over the Internet. This Application enables obtaining, sending, submitting, purchasing and viewing of rate quotes for Auto, Property, Health, Life and Annuity policy, online. Insurance claims can also be submitted online.



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Ionldea's

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Final Results

We are involved in both GUI and Adapter Interfaces development and enhancements of Consumer Insurance. We are also responsible for the development of General Availability (GA) product and customization for specific clients. This involves development in Forte WebEnterprise, XML and HTML .

4. Fannie Mae

Fannie Mae has a CEO level push to get most of their mortgage

business online, thereby helping their primary customers (Banks and Institutions). As a part of the Fannie Mae web portal- homepath.com-, Fannie Mae wanted Ionldea to develop Mortgage Calculators for the web portal.

The architecture was done on Java/EJB using BEA System's WebLogic. This 7 month project was completed on time and on budget. Please check out

www.mortgagetoolshed.com
