

SOMPO

Case Study



Sompo's Challenge

Our client is a global holdings company that, through its subsidiaries, provides property and casualty insurance, as well as reinsurance products. They wanted to build a Risk Management Portal. This platform needed to improve the efficiency of the claims process from email, phone, and mail. Unfortunately, this project had two false starts with consultants who were brought in and subsequently abandoned it. Therefore, little advancement in the portal's development was made over the course of a year prior to Veriday's arrival. This lack of production put more pressure on delivery due to shortened timelines. The platform was envisioned to extend beyond the claims processes, and have it become the foundational platform for all other solutions, assets, and communications.

This was further complicated by a corporate merger that added additional brand migration considerations to the project.

Veriday's Solution 1. Customer Claims Portal

Veriday was able to leverage a lot of the out-of-the-box functionality of the Liferay DXP platform that the company had already acquired to quickly deliver the required portal. Despite the tight timelines the initial version was delivered in 4 months.

The initial release of the platform transformed the outdated and slow claims processes that relied on phone calls and emails, to now being entirely on the portal. In addition to the claims process capabilities, the portal gives users access to a variety of information and communications including policy sheets, inspection follow-ups, best practice recommendations, tools, and more. The platform contains everything needed to learn about and sell the company's products and services like insurance products for users including brokers, b2b organizations, hotels, financial institutions, and more.

Sompo International, the core company in the overseas insurance business, is a global specialty provider of commercial P&C insurance and reinsurance, currently comprised of the operations of legacy Endurance (acquired in March 2017), Sompo America and SJNK Europe.

This company, with high-quality underwriting and risk management expertise in the commercial business, offers a wide range of commercial property, liability and specialty insurance and reinsurance products on a global basis.



Veriday's Solution 2. Building on a Strong Foundation

Once we put in place a strong foundational platform, the client was able to leverage a flexible platform and Veriday's expertise for further enhancements. They are now equipped to build on this functionality and implement additional integrations to achieve the goal of one centralized platform, even as their roadmap is still being established.

Similar to other organizations, the client's assets were spread across several systems creating a poor user experience by requiring users to log on to separate systems to complete a single task. Veriday established several systems integrations so that the assets are now being present in one location allowing for the completion of tasks from start to finish.

As the platform grew, we identified the need for additional user types. To integrate these, Veriday built out the scope for each new role which included personalized asset displays, global asset views, as well as a number of different product-related assets delivered based on group membership/qualifications.

In addition to roadmap iterations to the platform, each release ships with 10-20 change requests and backlog items. While the centralized portal continues to be built, Veriday continues to work to maintain and enable the platform to adapt for the future.

Results

The Risk Management Portal has been a resounding success, reducing claim processing times, and improving user adoption and client satisfaction. The improvement in user experience and enhancement of outdated processes has increased user reliance on the portal for their insurance claims processes. The client is delighted with the platform and intends to continue a long-term partnership with Veriday.

Learn More.

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