

# PolicyCore for Benefits

## Putting Innovation and Customer Service at the Core of Your Policy Administration and Underwriting

As the market shifts further into the voluntary arena, the opportunities to grow premium and gain market share have never been greater. However, these new markets require new ways of doing business through online channels, a consumer focus, innovative product packaging, channel flexibility, and enhanced service that attracts new customers and also helps retain existing customers. Meanwhile, aging systems and infrastructure are constraining the ability to compete by creating bottlenecks and complexity at every stage of the policy lifecycle.

EIS PolicyCore® lets you put your customers at the core of your business with an extremely powerful, highly configurable, and simple-to-use policy administration and underwriting system that enables insurers of any size to gain the market speed, responsiveness, customer focus, and operational excellence today's intensely competitive insurance markets demand.



Gain market advantage by creating, prototyping, testing, and launching new products in weeks instead of months or years.



Streamline processes and ensure that the right information gets to the right people at the right time.



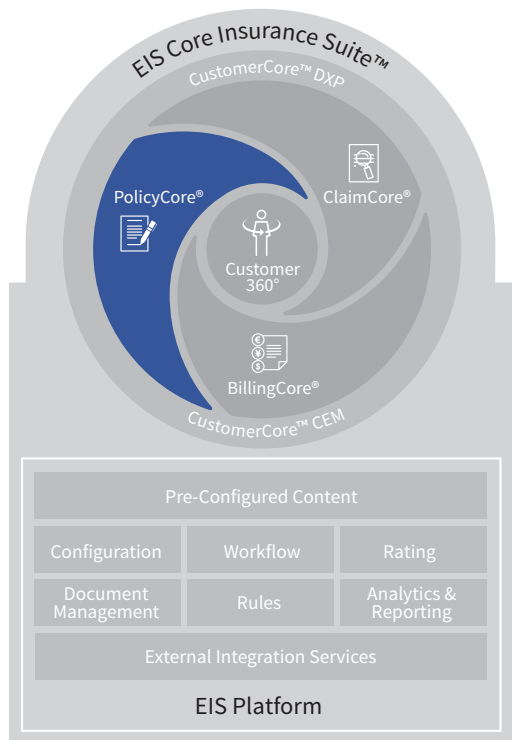
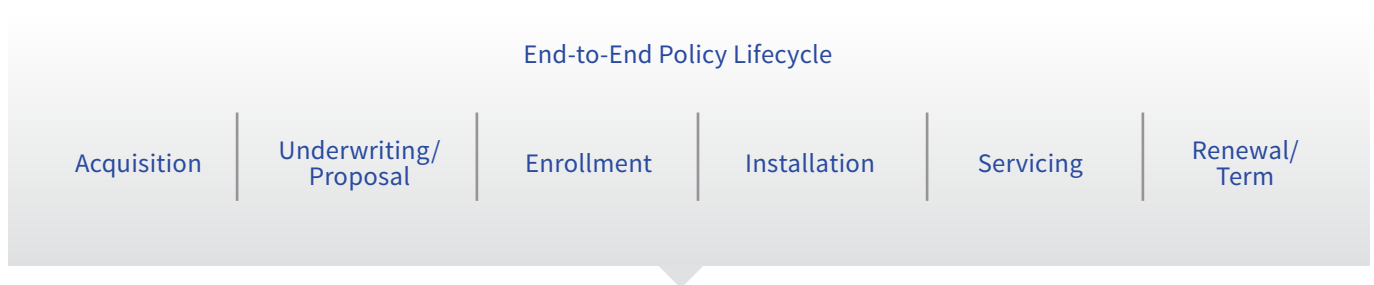
Meet the changing needs of your policyholders and producers, with rapid response and accurate answers.



Eliminate manual tasks, ensure compliance, improve risk-to-exposure pricing, and enable your underwriters to spend more time securing the right business.

# PolicyCore supports all your key policy administration and underwriting processes.

PolicyCore is a modern, customer-centered policy administration system that helps insurers get products to market faster; minimize hand-off points; eliminate data entry errors; deliver complete, consistent, and compliant underwriting data; and improve service. PolicyCore is part of the unified EIS Suite™, which provides multiline, multichannel, and ultisegment flexibility over the lifetime of customer interactions—from policy to billing to claims.



Part of the EIS Suite™ insurance software system, PolicyCore helps insurers:

- Manage the full lifecycle across multiple lines of business from a single system
- Handle their entire book of business on one system from group to voluntary to worksite
- Develop and introduce new products in less time
- Achieve more accurate and consistent underwriting
- Increase operational efficiencies through workflow automation, monitoring, and reporting
- Deliver consistent service levels for producers and policyholders, plan sponsors, or individuals
- Take the burden out of case installation

The customer-centered EIS Suite combines a robust digital-ready platform with a set of core applications that can be used alone or as a unified suite. In one highly configurable, multi-line system, you get the tools and technology needed to support the full insurance lifecycle—policy, billing, claims, and customer engagement.

# PolicyCore: Key Features and Benefits

## Increase Your Speed to Market

### Key features include:

- A library of ready-to-deploy products, processes, and interfaces
- An ever-growing library of pre-established connections to online channels
- Out-of-the-box digital capabilities and portal integration

## Improve Operational Efficiencies

### Key features include:

- Workflow management and embedded business activity monitoring (BAM) to support your Lean and Six Sigma efforts
- An out-of-the-box business process management (BPM) module
- Fully integrated document generation and management tools
- A complete audit trail of all account activity
- Underwriting integration with automatic quote generation and multichannel delivery

## Enhance Service Levels

### Key features include:

- Speedy access to relevant customer information with:
  - Flexible search tools that drive fast, comprehensive access to data at every stage of the service lifecycle
  - A complete 360-view with quotes, policies, bills, claims, contacts, and transaction history in a single place
  - Context-sensitive document storage, notes, and tasks
- Omnichannel support to allow customers to interact with you based on their preferences
- An open platform to efficiently connect to any enrollment solution that comes your way; creating an easy-to-do-business-with atmosphere

## Achieve Underwriting Excellence

### Key features include:

- Consistent data collection via configurable rules for appetite, eligibility, and elimination
- A fully integrated advanced rating engine
- Ability to leverage the plan design created and sold in underwriting within every part of the suite
- Rules to support straight-through processing and exception referrals
- Flexible workflows suitable for small markets as well as national accounts

# Technology that's built right for today...always ready for what's next.

The EIS solution is based on our exclusive BuiltRight™ architecture. It uses a modern, service-based architecture and open standards that empower insurers to deploy, adapt, and extend innovative insurance solutions with tremendous speed and agility. Built to integrate, the EIS platform provides application and service programming interfaces and pre-integration capabilities so you can painlessly connect to third party applications and new data sources as your business grows. It also allows you to easily extend your core systems at market speed without modifying your base software or putting future upgrades at risk.

The EIS platform ensures a lower total cost of ownership (TCO) because its components use standardized technologies and the talent required to run them effectively is abundant and readily accessible. This modern, digital-ready platform gives you the flexibility to interact with anyone, anywhere using the connectivity methods they prefer, including online, mobile, social—and even wearable technologies. In addition, the EIS solution allows you to scale horizontally, vertically, and elastically as your business grows without sacrificing performance—in the cloud or on premise, whichever best aligns with your IT strategy.

## Your success is our #1 goal.

We know that core insurance system transformations are highly complex, risky endeavors. That's why we go the extra distance to ensure each and every client is able to drive successful business transformation immediately and over the long term.

Leveraging a combination of deep insurance experience, technical know-how, proven methodologies, and state-of-the-art technology, our services and support teams will help you achieve exceptional results faster using our core insurance solutions. And if self-sufficiency is your goal, our training and education programs will equip you with the knowledge and skills needed to ensure your ongoing success. With EIS, you don't just get the world's best enterprise-grade core insurance software. You get a proven partner who's with you every step of the way—from project planning and implementation to go-live and beyond.

Let's connect and explore how PolicyCore can help build  
a faster, better, and stronger insurance business:

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