

# AIG Canada (A&H) Deploys EIS Core Insurance Software for its Group Benefits Business

New system improves speed to market and enhances compliance

## Business Case

AIG Canada's Accident and Health business needed to replace their legacy systems. Handcuffed by inefficient and manual processes that would not scale, they were unable to grow their business. They needed to automate manual processes and improve compliance outcomes.

EIS® core insurance software provides extensive process configuration and includes business activity monitoring and reporting capabilities that allow the insurer to analyze and target tasks for further automation as part of a continuous improvement model. Comprehensive business rules and workflow have also allowed them to enhance business controls.

A key implementation outcome requested by the insurer was improved mechanisms for automated rating. A flexible product-pricing tool —part of EIS PolicyCore®—has consolidated and simplified complex pricing models and provided a transparent and traceable process. It supplies them with the necessary agility to rapidly respond to market pricing conditions.

The deployment has also leveraged the EIS Product Factory product development tool and DeltaBase™ methodology to accelerate the design and implementation of complex products and business rules while simplifying overall product maintenance.

## 27 Coverages



in the following categories



Group & voluntary accident



Group medical



Group critical illness



Individual accident

## Project scope:



New business acquisition



Policy administration



Billing

## Implementation timeline:



11 months

**1** global rating engine

**9** interfaces

**40** documents generated

Languages: **English**  
**French**

On time + On budget