



Omnichannel is something that your clients desire.

It is possible to offer simple, friendly and effective omnichannel client experience on Insurance Market

Insurance Omnichannel is a comprehensive set of tools to support insurance sales operations and customer selfcare. With our platform insurers can handle end-to-end sales process, both online & mobile and via agent or call center. Integration of insurer(s), distributors, agents, clients and partners can be handled on one cloud based platform. Solution was awarded with InsureTech Award during FinTech & InsurTech Digital Congress 2018. With only 3 months time-to-market and possibility to set-up new channel or business thanks to this platform.

What is Insurance Omnichannel?

Use one platform for end-to-end insurance proces management with Insurance Omnichannel by ecom.software. Main functionalities are: ecommerce, clients & policies management, billing and payments management with direct banking integration, issuing policies – via agent or self-service, self-service & customer ecare, documents, communication and claims handling, Automatic workflows, monitoring and analysis



Why customers use Insurance Omnichannel:

- Short time-to- market
- Felixble, secure and cost-effective architecture
- Business-specific adjustments for functionalities and processes
- Mobile and web access
- One solution for employees, partners, clients and management board

Engage Customers

Omni-Channel and Personalization

- Increased revenue by cross-selling and up-selling
- Increased intra-insurance firm collaboration to present a single face
- Improved customer retention and loyalty

61% of customers wants to buy insurance online

Empower Employees

Agent productivity and satisfaction

- Increased revenue from new and existing customers
- Avoidance of loss from poor assessment
- Increase agents satisfaction
- Actuarial proces, claim management , agent overhead and customer marketing cost reduction

Agents can focus on selling not on formalities and processes

Optimize operations

A truly effective and secure IT infrastructure

- Generate greater revenue from products and services through cross-sell and upsell
- Margin pressures and cost reduction
- Increasing demands for managing risk and compliance

Scalable and automated architecture decrease your operational costs

There was no other option than using Insurance Omnichannel by ecom.software, because we had to set-up new business in 3 months time. Now we are selling Medical Care Insurance within eCommerce and via Partners delivered in one platform.

- Twoje Zdrowie S.A – Krajowy Program Zdrowotny

