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Insurance Relations for Dynamics 365

Creating Impact on

Risk and Claim Management

Innovative insurance management
for insurance companies and brokers

Executive summary (I)
Value proposition

- Short term ROI by
  - Optimized cycle times
  - Reduced processing costs
  - High degree of automation
  - Early indicators and system generated actions
  - Increase of processing efficiency
  - Higher transparency

- Dynamics 365 as best in class xRM framework

- Dynamics 365 is the only available SRM Tool with an integrated platform and xRM approach
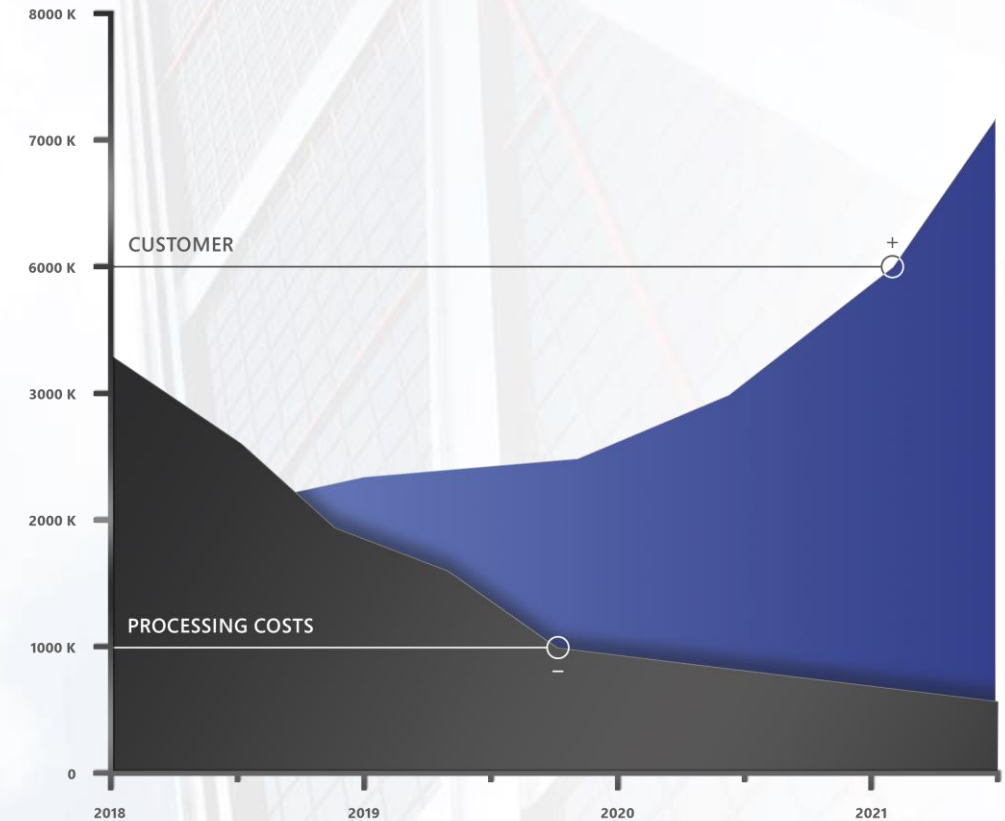
Executive summary (II)
Roadmap

Extended integration capabilities using new Azure
Services as part of Insurance Relations standards
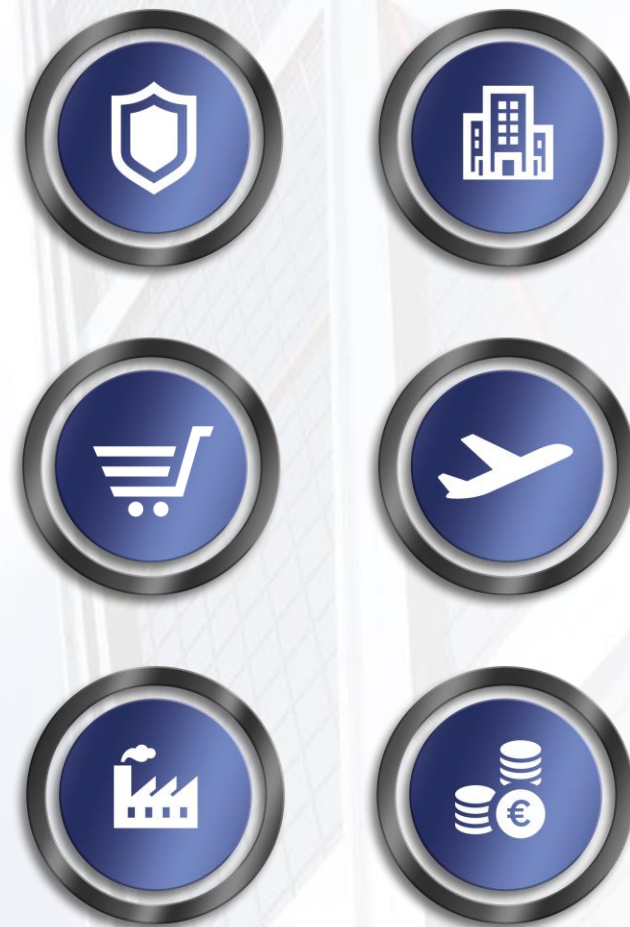
- Customer Engagement

- Business Apps

- Data and AI – Data Platform and Analytics

- Modern Workplace - Collaboration

- Chatbots

Executive summary (III)
Target Group

- **Assurance**
  e.g. insurer, insurance brokers

- **Public Sector**
  e.g. public utility companies, public transport

- **Retail**
  e.g. corporate brokers

- **Travel & Transport**
  e.g. airlines, travel companies, transport services, corporate brokers

- **Manufacturing**
  e.g. corporate brokers

- **Financial Services**
  e.g. financial institutions, financial brokers, insurer, insurance brokers

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Executive summary (IV)
Our customers

HDI

UAP

talanx.

STADT WERKE FRANKFURT AM MAIN

Fraport
Frankfurt Airport
Services Worldwide

SWK Stadtwerke
Köln GmbH

Insurance Relations for Dynamics 365

Key features

Key benefits

Functionality highlights

Insurance Relations for Dynamics 365 (I)
Key features

- Risk & Claim Management

- Claim Booking

- Contract Management

- Portfolio Management

- Management of brokers

- Management of sales partners

- Analysis and Machine Learning

- Portals (Brokers & Customers)

- Brokerage Fees & Commissions

Insurance Relations for Dynamics 365 (II) Key benefits

- Visualization and complex organizational structures

- Effective contract management

- Systematic analysis of global risks

- Complete risk information

- Transparent cost preview and control

- Improved and automated collaboration

- Customer Engagement

- Automated customer services

- Data Platform and Analytics

Insurance Relations for Dynamics 365 (III)
Key benefits – automated processes

- Omni-Channel-Service

- Unified Service Desk

- Enterprise Case Management

- Increased productivity through automation

- Automation ensures higher level of service

- Upselling and cross-selling potentials identified

- Client development analyses

- Profitability evaluations for insurance products

Insurance Relations for Dynamics 365 (IV) Functionality highlights – xRM platform

- Cloud-based Microsoft platform architecture

- CRM with full Outlook integration

- Microsoft marketing tools

- Business intelligence

- Predictive analytics

- Proposal generation via app (Open as App)

- Online scalability

- Intuitive Microsoft Office user interface

- Comprehensive search and analytics tools

- Microsoft Office export functionality

- Third-party systems interfaces

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Insurance Relations for Dynamics 365 (V)
Social Profiling

Social Profiling succeeds in making the data from

the social networks usable for the insurer. This

provides insight into the characteristics, actions and

brand loyalty of a prospective or existing customer.

Insurance Relations for Dynamics 365 (VI)
Chatbots

With Artificial intelligence (AI) it is already possible
to detect the most complex issues in the dialogue
process. Insurance Realtions can be equipped with
intelligent Chatbots chabots using AI.
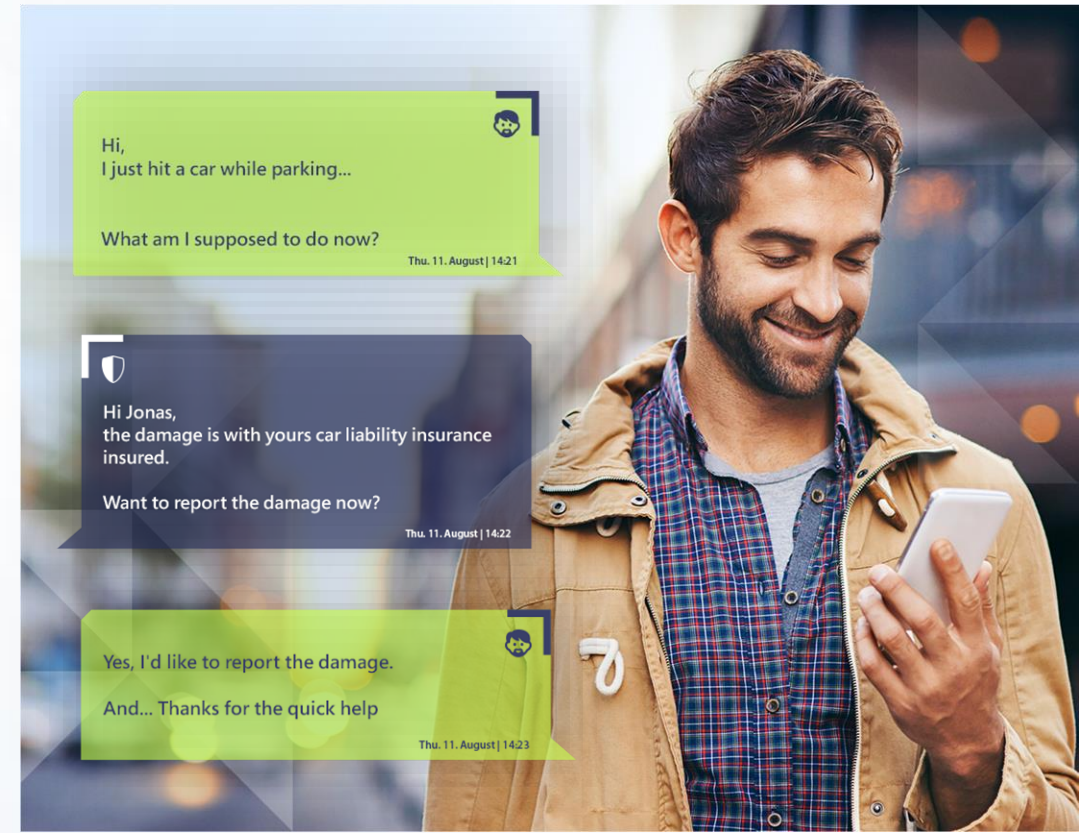
Insurance Relations for Dynamics 365 (VII)
Digital Workspace

With the new digitial communications, administration and sales processes are more flexible and efficient. The new applications offer the user a high value, they are highly available, easy to use and provide situational relevant information.

Insurance Relations for Dynamics 365 (VIII)
Customer Incentives

Insurance Relations use new insurance models in which customers are motivated by incentives to optimize their behavior for the benefit of the insurer, such as a active bonus for health insurance.

Anywhere.24

About the company

Anywhere.24 – The xRM Specialist!

The Anywhere.24 group is developing sustainable relations between organizations, processes and technologies.

The Anywhere.24 company philosophy follows the motto „Creating Impact" – achieving lasting added value for our customers.

„Perfection is achieved, not when there is nothing more to add, but when there is nothing left to take away."

Antoine de Saint-Exupéry

Anywhere.24 – Solutions for Dynamics 365

Supplier Relations
Creating Impact on Procurement & Supply Chain

Insurance Relations
Creating Impact on Risk and Claim Management

Brand Relations
Creating Impact on Media Sales

Event Relations
Creating Impact on Events & Fair

Member Relations
Creating Impact on Networking

Predictive Relations
Creating Impact on Data Analytics

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EMPOWERING CLOUD VALUE

xRM SOLUTIONS FOR DYNAMICS 365

Empowering Cloud Value