POWEROBJECTS AND DYNAMICS 365:

TRANSFORMING INSURANCE ORGANIZATIONS

PowerObjects offers a scalable and customizable Insurance solution that leverages Microsoft Dynamics 365 and the full suite of related Microsoft Business Applications.

Every industry is competitive, but the insurance market takes competition to a new level. The fierce competition breeds razor-thin margins, meaning that consumers will pay about the same regardless of carrier.

With so many options available, customers are defecting faster than ever before based on one poor experience or any sense of dissatisfaction. And the insurance industry, in particular, depends on strong client retention to ensure policy-level profitability.

Consistently providing personalized, proactive, and even predictive customer experiences is a critical component of client satisfaction and nurturing a long-term policyholder. It is imperative that your employees and third-party partners – including carriers, brokers, agencies, agents, underwriters, claims adjusters, and customer service reps – are empowered with the best-performing insurance customer relationship management (CRM) solution.

KEY BENEFITS OF A POWEROBJECTS SOLUTION:

- Insurance Mobile Toolkit for remote employees tracks Opportunities, Leads, Route Planning, and more

- Process Optimization: Renewals, Claims, Service, and Marketing Automation

- Recruiting Management

- Omni-channel Communication and Customer Experience

- Integration with Agencies, Claims, Insurance Gateway, and Third-party Systems

AVAILABLE WORKLOADS AND ENHANCEMENTS:

- Dynamics 365 for Customer Engagement

- Dynamics 365 for Sales

- Dynamics 365 for Marketing

- Dynamics 365 for Talent

- Dynamics 365 for Field Service

- Dynamics 365 for Finance and Operations

- Project Service Automation

- Connected Field Service

- Advanced Analytics – Power BI

- AI, Machine Learning, Bots

- Microsoft PowerApps and Flow

- Omni-Channel Service

PowerObjects offers a solution that leverages Microsoft Dynamics 365, Microsoft Business Applications, and an Insurance-specific mobile application.

The Insurance Mobile Toolkit works seamlessly with Dynamics 365 and was developed to meet the needs of field agents, claims adjusters, and underwriters and includes activity/task management, mapping/route planning, and one-click delivery of policy and renewal summary data for users on the go. The mobile solution helps improve overall agent efficiency and retention as well as customer satisfaction.

KEY INSURANCE CONTACT CENTER CAPABILITIES:

Every Insurance organization has a customer care contact center. PowerObjects has implemented hundreds of solutions for contact centers and understands the unique challenges they face. We develop tailored solutions that enable contact centers to handle more interactions and provide an optimized customer experience. Benefits include:

- Service agents can anticipate customer needs by having a complete understanding of customer account information, interaction details, preferences, and history – all in one platform.

- Boost client loyalty and renewal rates with efficient claims resolutions, quicker inquiry handling, and proactive customer service.

- With access to real-time customer information, sales agents easily build lasting customer relationships and deliver tailored advice and accurate service.

- Cut operational costs by minimizing administrative tasks with an intuitive interface.

WHY POWEROBJECTS?

We leverage Microsoft Dynamics 365 and the Microsoft cloud to drive intelligent business value to our Insurance clients. Our approach is to find the best collection of Microsoft tools – Dynamics 365, Power BI, PowerApps, Flow, Azure, Office 365 – to craft the ideal client solution. PowerObjects is committed to delivery of global thought leadership in the Insurance space and we bring a laser focus on support and education to every engagement.

POWER OBJECTS

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