

Case Study

Digital Transformation



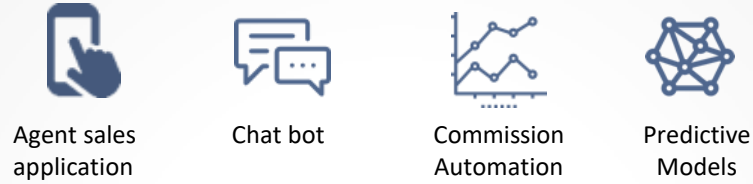
Case Study: Digital Transformation for key insurance players in India



Situation

- Manually filling and processing of application forms
- No mechanism for post policy customer support
- No medium to track agent commission and customers' policy status in real time basis
- Missing data strategy

Digital transformation of a fast growing life insurance company



Key Actions

Impacts

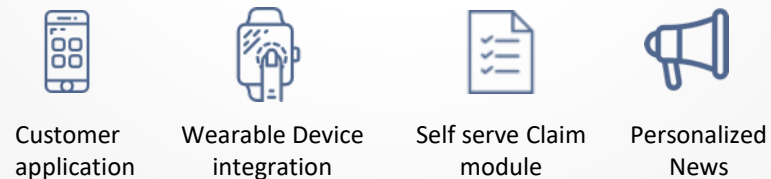
- TAT from sourcing to policy issuance reduced to 24 hours from 7 working days
- Reduced application form filling time from 45 min to 8 min; data discrepancy reduced by ~50%
- Next day commission disbursement
- Customer support cost reduced by 20%

Awarded APAC innovation award

Situation

- Poor post sales support
- Missing data strategy
- Decreasing customer loyalty
- Manual claim and renewal policy process

Digital initiative of an leading health Insurance company



Key Actions

Impacts

- A clear data pipeline for all customer health and activity data
- Seamless claim process
- Customer satisfaction improved by 20%

“We Just Do Common Things Uncommonly Well”



USA OFFICE

1067 N Mason Rd., Ste 2, Saint Louis,
Missouri, 63141

Phone: +1 314-548-2200

INDIA OFFICE

Ground and 4th Floor, Plot Number 404 – 405,
Udyog Vihar Phase 3, Gurgaon, Haryana 122016

Phone: +91-880-099-8042

GLOBAL CLIENT SUPPORT

Phone: +91 124 626 6300

Email: info@geminisolutions.in