

Welcome to the Age of the Digital Insurer

Digital and Industry Disruption Require a New Look at Customers. Workplace. IT.

Avanade's insurance practice shines a light on what you need

Here's what we mean by Digital Insurance »

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Here's what we mean by Digital Insurance »



Avanade's Digital Insurance Practice

In today's economy where almost everyone has some digital awareness, insurers need to look to digital as a way to expand relationships with their customers, improve employee engagement and performance and grow their business. Leveraging the work we've done with many insurers across the globe, Avanade can help you define your digital and cloud strategies and capabilities so that you can more effectively operate in the digital age:



Your Customers

The switching economy mindset of today's insurance consumers is pushing insurers to look for new ways to communicate with customers, who are expecting personalized, real-time and omni-channel interactions. Avanade uses technology as an enabler, allowing carriers to more cost-effectively interact with and support customers in ever more specialized ways.



Your Workplace

Insurance as we know it is indeed changing and nowhere more so than in the environs of the insurance company workplace. A modern digital work environment is necessary if employees are to make better decisions and achieve greater results more quickly. Avanade's approach to a modern workplace means insurance companies can be more nimble, responsive, effective and efficient.



Your Information Technology

With unprecedented levels of technology disruption and increasing expectations from digitally savvy customers and employees, traditional IT architectures, methodologies, and technologies may soon become obsolete. Avanade's strategy, transformation, and managed services helps insurers embrace the cloud first digital world using new IT approaches to maximize efficiency, increase agility and allow the freedom to innovate.

Go to www.avanade.com to learn more

Our Digital Insurance Capabilities

- Policy
- Billing
- Claims
- Digital Advisory
- Digital Marketing
- Digital Marketing Analytics
- Digital Employee Experience
- Digital Enterprise Analytics
- Digital Sales and Service (CRM)
- Unified Communications and Collaboration
- Cloud Operations
- Technology Services

Our Commitment to Innovation

We focus on client-centric innovation that helps you not just envision future opportunities but drive change within your business as well. Only ideas that generate value are considered innovation.

[View](#) our short Digital Innovation in Insurance video

Here's how we've helped insurers use digital »



Just a few examples of how we are working with insurers to improve customer interactions and workplace experiences through digital:



Police Mutual engages their digital customers

Improving Service By Consolidating Customer Information

Police Mutual knew that in order to deliver more timely and personalized customer service they would need to consolidate and organize all customer information in one place.

Avanade helped them move to a new Microsoft platform which has smoothed interactions with customers, on the channel of their choice and saved time on processes. [Read more](#)



Aviva and the cloud

App Wins Praise and Fans

With their customer base becoming increasingly digital, Aviva sought a cutting-edge mobile app that would fit with their customers' lifestyle and improve customer interactions while reducing the impact on their existing infrastructure and limiting operating costs.

Using Windows Azure, Microsoft's cloud platform, for the portal and back-end services, Avanade helped Aviva create and implement an app that enables users to initiate and complete accident reports online, check their status and track payments and deadlines. [Read more](#)



Global Insurance company enables a digital workplace

Technology at the Agent's Fingertips

Headquartered in North America, this global insurer's paper-based applications were slowing sales cycles and preventing agile customer service.

The company equipped their door-to-door sales force with a tablet-based eAgent solution loaded with Dynamics CRM to give their agents and brokers all the tools they need to meet with prospective clients, including the ability to provide rate calculations, process underwriting, policy signatures and payment options. [Read more](#)

"The way we work feels a lot more modern and people are finding it a really positive experience. We can work in a really different way that benefits both colleagues and our members."

Sarah Myers,
Head of Operations for Life and Savings
Police Mutual

Here's more about Avanade and our insurance practice »



Who is Avanade?

Avanade is the leading provider of innovative digital and cloud-enabling services, business solutions and design-led experiences, delivered through the power of people and the Microsoft ecosystem. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation and has 29,000 professionals in 23 countries.

Visit us at www.avanade.com

3,000+
financial services
professionals

300+
financial services
customers

Microsoft Alliance
Partner of the Year for 9 years

Work with
6 of the top 10
U.S. insurers

Work with
7 of the top 10
largest banks worldwide

