appian

Appian for Insurance

Deliver intelligent, connected insurance experiences, fast.

Top industry challenges.

As the rate of change accelerates in the insurance industry, insurers need a way to rapidly modernize their insurance processes and overcome today's biggest challenges, which include the following:

- Growing expectations for digital-first engagement. 41% of consumers say they are likely or more likely to switch providers due to a lack of digital capabilities.

- Increasing pressure to reduce costs, especially given today's hard market.

- Hard-to-maintain legacy systems, inefficient processes, and data silos. 83% of data migrations fail or exceed budget and schedules, according to Gartner.

- Growing competition from insurtechs and tech giants, with insurtech funding reaching a record $15.8 billion in 2021.

- Changing regulations, heightened risk exposures and required speed to deliver results.

Key benefits of the Appian platform.

- Reduce development costs by 50%.

- Build apps 10x faster.

- Improve new business submission clearance by as much as 40%.

- Accelerate claims uptake by as much as 80% and claims invoice processing by as much as 70%.

- Achieve 9x faster customer service.

- Improve employee efficiency by 7,800 hours through digital process automation.

The Appian edge for insurers.

Whether you're a P&C, life, or specialty insurer, Appian accelerates your business by designing, automating, and optimizing your most important processes. Here are just a few of the ways Appian empowers insurers around the globe to rapidly build and deploy mission-critical applications:

- **Marketing, sales, and distribution** (portals, commission management, and more).

- **Connected Underwriting** (data ingestion, clearance, triage, and more).

- **Connected Claims** (FNOL, fraud case management, and more).

- **Reinsurance** (audit management, bordereau, and more).

- **Regulatory and compliance** (AML, GDPR, IFRS 17, and more).

- **Corporate functions** (actuary, HR management, IT applications management, and more).

Trusted by leading insurance organizations.

Real-world success stories.

- **Transforming customer service.** Aviva chose Appian to unify 22 different systems and provide a single unified platform for call center operations, resulting in a 9x acceleration of customer service response times.

- **Global, end-to-end insurance platform.** Using the Appian Low-Code Platform, CNA built CNA ComPass™ to connect hundreds of strategic business partners in 164 countries, allowing them to write and manage local-admitted policy placements around the world in real-time. Regardless of location, CNA agents and underwriters can now track the status of all policies from within one platform. With Appian, underlyer growth has averaged 20%–30% each year.

- **Claims intake management.** One of the largest independent claims management companies has developed an application for global claims intake process management, delivering an 80% acceleration in claims uptake and 70% acceleration in invoice processing.

Recognized by industry analysts.

- Leader in The Forrester Wave: Insurance Agency Portals, Q3 2020.

- Rising Star in ISG Insurance Platform Solutions report for both Life and Retirement and Property and Casualty Platforms.

- Named a Technology Standout in:

  - Celent Claims System Vendors: North American Property Casualty Insurance.

  - Celent Insurance Distribution Management Solutions.

  - Celent Fraud Detection Solutions: Property and Casualty Insurance.

  - Celent North American Life Insurance Digital Point-of-Sale Platforms.

Strategic partners.

- **Guidewire Experience Development Partner.** Together, Appian and Guidewire empower insurers to create modern custom applications and workflows with an agile enterprise layer capable of quickly creating cloud-based experiences to meet an ever-changing market and business landscape.

- **Swiss Re Underwriting Workbench.** Appian and Swiss Re created an innovative solution that provides a way for underwriters to interact with Magnum's automated decisions and risk classification. The solution includes best-in-class work process automation and management, speeding policy issuance with sound underwriting decisions.

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