



BPO Delivers a Competitive Advantage for P&C Insurers

While insurers have been utilizing business process outsourcing partners for years, it is now more important than ever for insurers who want the ability to rapidly respond to changing markets and become more competitive and profitable.

In today's ever-changing digital world, business process outsourcing:

- ✓ **Delivers Business Agility** to insurers by filling operational gaps, skill shortfalls, and capacity constraints with experienced P&C professionals so customers can optimize their high-value staff to move faster and more efficiently.
- ✓ **Enables better Customer Experiences** by providing insurers with instant access to call center & operational resources to deliver continuous policyholder support as a key part of their customer experience initiatives.
- ✓ **Supports Speed to Market** by enabling insurers to enter a new line of business or offer new services by gaining additional operational capability in a low-cost, frictionless fashion with a fast ramp up.

Why Activer Solutions?

Activer Solutions is a strategic service partner providing business process outsourcing solutions to the property and casualty insurance industry. Activer Solutions delivers more than efficiencies – we optimize all business processes to enable our customers to grow profitably and rapidly respond to changing market demands.

We differentiate ourselves by our:

Insurance Expertise – We speak insurance. Our team of onshore, licensed insurance professionals – with an average of 15 years of experience – understand our customers' needs resulting in more effective solutions.

Attention and Scale – We pay attention to our customer needs, adapt quickly to customer requirements, personalize our services and scale to customer needs.

Flexibility in Processes and Costs – Our model is designed to create flexibility in handling business volume fluctuation or needs on a monthly basis.

“Activer Solutions really understands the insurance business and specifically what we are trying to achieve. The quality and efficiencies of their service allows us to be very responsive.” ~Senior Director of Consumer & Policy Services

Our Solutions

POLICY SERVICES

Our comprehensive policy services including policy administration, underwriting, billing and account reconciliation, and printing and distribution services. We can manage the full policy lifecycle or support targeted components. We support legacy migrations, book rolls, depopulation programs or take outs and other consolidations of large blocks of business from acquisition or mergers. Services include:

- Policy Administration
- Underwriting
- Communications to Agents and Policyholders
- Billing & Account Reconciliation
- Printing & Distribution

CUSTOMER CARE

Activer Solutions provides our customers with access to call center and operational resources to meet their ever-changing business demands. We enable superior policyholder support that integrates into our customers' overall customer experience initiatives. Our Customer Care services include:

- Insured Care
- Agent Care
- Business Operations Continuity
- After Hours Call Center Support

CLAIMS MANAGEMENT

We offer full turn-key claims management services or function-specific support. When claims increase, utilizing Activer Solutions to assist will save time and resources. Services include:

- Origination / FNOL
- Ongoing Support
- Catastrophe Management and Planning

TECHNOLOGY SERVICES

Activer Solutions' experienced insurance industry technology professionals can support a range of technologies and solutions across all Property & Casualty lines of business. Our technology services include:

- Implementation Support Services
 - Requirements Gathering
 - Process Optimization
 - Implementation Best Practices
- Quality Assurance Testing (QAT)
- Business Process Studies
- Access to platform offerings from our technology partners



Ready to Learn More?

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