

# End-to-end insurance policy application.

PGS SOFTWARE CO-CREATED THE CLIENT'S FLAGSHIP, ALL-INCLUSIVE, CUSTOM SOLUTION THAT ALLOWS USERS TO EASILY MANAGE ALL OF THEIR VARYING INSURANCE NEEDS IN ONE INTUITIVE AND EASY-TO-USE APPLICATION.

The Client's insurance agents no longer need to manually transfer customer data into the internal system nor do clients have to answer unnecessary follow-up questions or phone agents. The application's new functionalities made **managing insurance needs simply effortless**.

## BUSINESS NEED

The insurance sector is seeing rapid change in technology and forms of digital distribution. Having recognised this accelerating market trend, the Client recently adopted a digital-focused approach in order to offer customers **higher quality, more personalised products and services**.

Realising that customers would like to connect and conduct business digitally, the company wanted to provide them with an all-inclusive application that would let them take care of all their insurance policy needs in a single, easy-to-use solution.

The Client wanted to add functionalities, which would make it **easier to report losses** by allowing users to: **add photographs, documents, scans, and invoices of incurred costs**. The Client also wanted to facilitate defining losses more precisely by means of adding **tailored customer loss surveys** as part of the application.

The Client had their own software development team who was supposed to create the application –however, they were still facing a resourcing issue. They were **in need of skilled IT professionals** who would **supplement their in-house team** and provide a unique set of technical capabilities.

The Client turned to PGS Software because of the high-quality development services they had the chance to benefit from as a result of previous work the two companies had done together. However, another deciding factor was the fact that **PGS Software is a reliable, public-listed IT development centre**, which is conveniently **located in a nearshore location** – Poland. The company's close geographical proximity meant that a time difference was never an issue and on-site visits were a breeze thanks to the office being a mere 2-hour flight away – this, in turn, helped facilitate **seamless team communication** and sped up project delivery.

## SOLUTION

The PGS Software team was responsible for two main aspects of the entire project. The first part of the company's involvement concerned the international function of the application. **PGS Software provided two teams**, which were responsible for further developing and **enhancing the application** and for **conducting tests**. The team also adapted the app so that it can be used outside of the UK – creating versions for Poland, Singapore, France, and Canada.

The second aspect of PGS Software's cooperation with the Client involved **creating entirely new functionalities** for the company's flagship product – their end-to-end insurance policy application. The PGS Software team worked on the general and retirement insurance branches of the application. They created and tested the functionality that allows users to electronically notify the company's agents of any losses they had suffered. The team also implemented an integration with the Client's internal systems.

## BUSINESS BENEFITS

Adopting a digital-focused strategy has allowed the Client to capitalise on being a true end-to-end insurance provider as customers are recognising the **convenience, ease and speed** of digital solutions.

The Client is the only insurer in the UK that is able to meet customers' needs in a true end-to-end manner. The Client's customers report that the **simplicity of having one provider** who is able to meet all their insurance, savings, and investment needs is immensely convenient and cost-effective.

The **end-to-end insurance policy application** that PGS Software co-developed lets the Client's existing customers easily manage their policies. The customer only has to log in once to access all their policies in one place. The portal **is available 24 hours a day, seven days a week** making it very convenient for customers to view all their information,

start claims, and ask for support. Moreover, the application is guaranteed to be **safe, secure**, and has been tailored to all types of electronic devices – further **simplifying the process** of managing insurance-related matters.

On top of the application's main features, it also allows users to: renew car and home policy, log in with Touch ID, get a quote, make changes to certain policies, to view additional data and documents as well as contact the Client's agents directly. **Using the application is effortless** – users can make changes to their profile in just a couple clicks. Checking pension information is **as easy as checking your bank account**. The new functionalities implemented by PGS Software eliminate the need to answer unnecessary questions or phone agents – nearly everything can be effortlessly sorted within the application itself. Additionally, the customer has **greater insight and control** over their insurance matters.

Implementing the new functionalities brought about **significant business benefits** as well. The Client was able to **optimise their agents' workflow** as they stopped having to phone individual customers to collect supplementary policy data – significantly streamlining the whole process. Instead, customers only need to fill out a survey tailored to their specific insurance need. The functionalities have also been integrated with the Client's internal systems. Now, the implemented solution sends emails and integrates with the internal loss management system – this **saves the agents an immense amount of time** as previously they had to transfer all of the customer data into the system manually.

## PROJECT DETAILS



### SOLUTIONS

Web development, unit testing, code review, Continuous Integration, automated UI testing, NUnit



### TECHNOLOGIES

.Net 4.5, MVC 5, jQuery, MS SQL Server, Git



### TOOLS

Jenkins, Selenium Webdriver, Visual Studio, JIRA, Confluence, Stash, SonarQube, Checkmarx



### TEAM

9 back-end developers, 5 front-end developers, 5 automation testers, 2 manual testers, 1 Scrum Master

## ABOUT THE CLIENT

**The Client is a British multinational insurance company** whose headquarters are located in London, UK. The Client's organisation services over 30 million customers across 16 countries in Europe, Asia, and North America. In the UK, the Client is the largest general insurer and a leading life and pension provider as well as the second largest general insurer in Canada.

## ABOUT PGS SOFTWARE

**PGS Software S. A.** is a public listed IT development centre providing extended teams who develop custom software solutions and deliver end-to-end business services to clients worldwide. As a certified Amazon Partner Network (APN) Consulting Partner, we specialise in Cloud Transformation (Application Migration & Modernisation). We have 3 development centres in Poland (Wroclaw, Gdansk & Rzeszow) as well as branches in London, Munich, Vienna & Barcelona. We provide Agile-to-DevOps delivery capabilities such as B2B/B2C web & mobile development, Continuous Delivery, Business Analysis, UX & UI design.

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*“Great to be able to view my policy details in one place.”*

*“Love it. Sleek, easy to use and makes managing policies and taking advantage of offers... easy!”*

*“...Excellent for keeping track of my policies.”*

*“Fast and flexible, intuitive.”*

## END USER TESTIMONIALS

user reviews from Google Play

FOR MORE INFORMATION ABOUT OUR SERVICES:  
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OR VISIT OUR WEBSITE **WWW.PGS-SOFT.COM**