



SAFIRA 
TECNOLOGIAS DE INFORMAÇÃO



RISK BID MANAGEMENT

SAFIRA's Risk Bid Management is an outstanding solution for Insurance Companies looking to boost their sales on risk products through a Banking branch networks. SAFIRA's solution is able to integrate in a single business flow, the Banking credit workflow system, to the Insurance Company's line of business system and the Health Service Provider Companies' systems, through a proven high-performance, robust and secure platform. For all parties involved in selling insurance risk products, it is a cost-effective, high-value solution that reduces manual labour and increases the overall Quality of Service, and thus results in a significant sales boost.

MAIN BENEFITS

SAFIRA's Risk Bid Management focal point is to increase the Quality of service in the risk product's sale process, encompassing all involved parties (Banks, Insurance Companies and Health Service Provider Companies).

Zero information gaps

One of the major staler on a multi-company business process is information gaps on key information, resulting in several phone calls, e-mails and faxes, back and forward, along the whole chain, so that processes can flow. SAFIRA's Risk Bid Management addresses this problem and ensures that the risk products sale process doesn't get along the chain without all parties contributing with all required key information.

Automated approval processes

When processing risk proposals, another bottleneck (and cost center) resides on the risk analyst pool, usually are required to analyze all proposals. With Safira's Risk Bid Management, Insurance Companies will define thresholds based on customer's information (e.g. health surveys, credit amounts, cumulative amounts, amongst others), risk product limits and reinsurance limits, and thus proposals can be automatically accepted and/or refused. A similar automatic decisional process is used when receiving medical exam results.

Automated choosing of medical exams

For different risk products and customer characteristics (e.g. health surveys, credit amounts, age), SAFIRA's Risk Bid Management can determine the proper set of medical examinations required, creating standard, predefined, formal requests to the Health Service Provider Companies, choosing the company that best serves the customer – business criteria applies, such as geographical proximity and medical examination capabilities. The standardization on examination results is also a key factor that the solution enforces, allowing these results to feed the automated approval processes (described before).

Definition, enforcement and control of Service Levels

An absolute key factor on Quality of Service is the proper definition of Service Levels. SAFIRA's Risk Bid Management enforces the establishment of Service Levels, for all parties involved in the sale of insurance risk products, and for all relevant concepts of the sale process (e.g., time to deliver type X medical exam results in region Y). Although Service Level violation can trigger from alerts to key users to full automatic responses or alternate process routing amongst parties, the SAFIRA's Risk Bid Management also allows key users to monitor the process flows and retrieve statistical information regarding all parties' compliance to the Service Level Agreement (SLA) – we can't stress this enough: in the sale process, if one party violates the SLA the overall Quality of Service is compromised, and that impacts directly on customer satisfaction.

ABOUT SAFIRA

SAFIRA develops solutions and provides IT services to leading companies in the national and international market. We provide engineering services to advise, audit, architect, conceive and manage IT systems that support the companies' business. Founded in 1997, SAFIRA has more than 50 active customers and a team of 120 highly qualified professionals.

SAFIRA's Risk Bid Management solution integrates directly with all parties Line of Business Systems, through open standards, such as Web Services, in a Service Oriented Architecture (SOA). The usual scenario has three parties: A Bank with a Credit Workflow system, handling all the credit process except the cross selling of insurance risk products (e.g. Life Insurance required for Mortgage Loans); An Insurance Company with a mainframe Line of Business System, willing to use the Bank's branch network to cross sell risk products; and a Health Service Provider Company (or network) with a small server Line of Business System, that can provide medical exams required to fully assess insurance risk proposals. SAFIRA's Risk Bid Management integration projects create interfaces with all these heterogeneous systems, defining all business message flows required to fully automate the end-to-end sale process, in a comprehensive business-to-business process, and thus replacing human (slow and error prone) input of all data flows between parties.

Contact

Phone: +351 210 938 210
E-mail: dod@safira.pt