WRITER
INFORMATION

RPA-fueled Business Process Reengineering. Optimising Every Event in the Lifecycle of a Policy.

Insurance industry is a competitive landscape where technology transformations are trying to keep pace with fast growing customer expectations, regulatory challenges and cost control. It is here that our BPR driven tech-innovation plays a pivotal role when it comes to improving business processes and streamlining legacy applications. Our RPA re-engineered business models have led to quicker turnaround time while delivering quality services with operational efficiency.

These Managed IT services are backed by new-age digital technologies like Machine Learning & Intelligent Character Recognition. Our model marries front office contact center and back-office processes to enable you to deliver your services, independent of any geographical boundaries.

- Improved Customer Sourcing & Interaction
- Improved Business Outcome
- Reduced Operational Costs
- Improved Sales Opportunity
- Enhanced Customer Satisfaction
- Customer Sourcing to Processing to Storage in a single platform

Writer Information offers ingenious solutions to its insurance clients that are not only scalable but can also be easily integrated within the client's existing technology landscape, thereby enabling them to save operational expenses. We have proprietary frameworks and solutions, which help to launch better products faster, improve underwriting quality, speed up claims processes, reduce regulatory risk and curtail fraud, increase agent loyalty and above all, lower the overall expenses.

The Difference We Bring In

Focus on core activities

Reduced cost of operation by
20 – 30%

Centralised processes with better visibility

Faster and reduced TAT by
40 – 50%
(10 to 5 days for login to disbursement)

Improved quality standards, accuracy above
98 – 99%

Better scalability to manage spike
more than **50%**

>80% Conversion assured in the very first month of our Tele-services

Technology enabled & personalised Assisted Sales Competencies

The Range of our Services
for Insurance Companies

- Branch Scanning & Centralised Indexing for New Businesses
- Online Data Entry & QC for NB
- Call Back Verification
- Logical Scrutiny (for Underwriting)

- Case preparation for medical UW
- Policy Reinstatement Process
- Bank Reconciliation
- Welcome Kit Dispatch

- Financial Transaction Process
- Health Claims
- Policy Owner Servicing
- Micro-Insurance (Scanning & DE)

- Case Preparation for Grievances
- Quality Audit for Voice Calls
- Policy Merging
- Vendor Payouts

- KYC/ Documents Verification
- PAN Card Verification
- AML Scrutiny and Audit
- Signature Cropping

Assisted Sales Competencies:
- Deep Lapse
- Skip Trace
- Personalised Customer On-boarding
- World Class Contact Centre

INSURANCE

The **Writer** Advantage

Leadership across all business lines

Globally Accepted Programme Management Framework

Robust best-in-class technology built in-house to deliver customised information solutions

Ensured result and concerted effort towards programme goal through stake-holder ownership and participation

Defined standard frameworks for implementation leading to high project implementation efficiency

Quality Assurance teams to set measure and monitor standards to meet and exceed our customer deliverables

Ensured result and concerted effort towards programme goal through stakeholder ownership and participation

Certifications & Affiliations

ISO 9001:2015   ISO 27001:2013   ISO 15489-1:2016   PRISM   CMMI SVC/5   PCI DSS   NASSCOM®