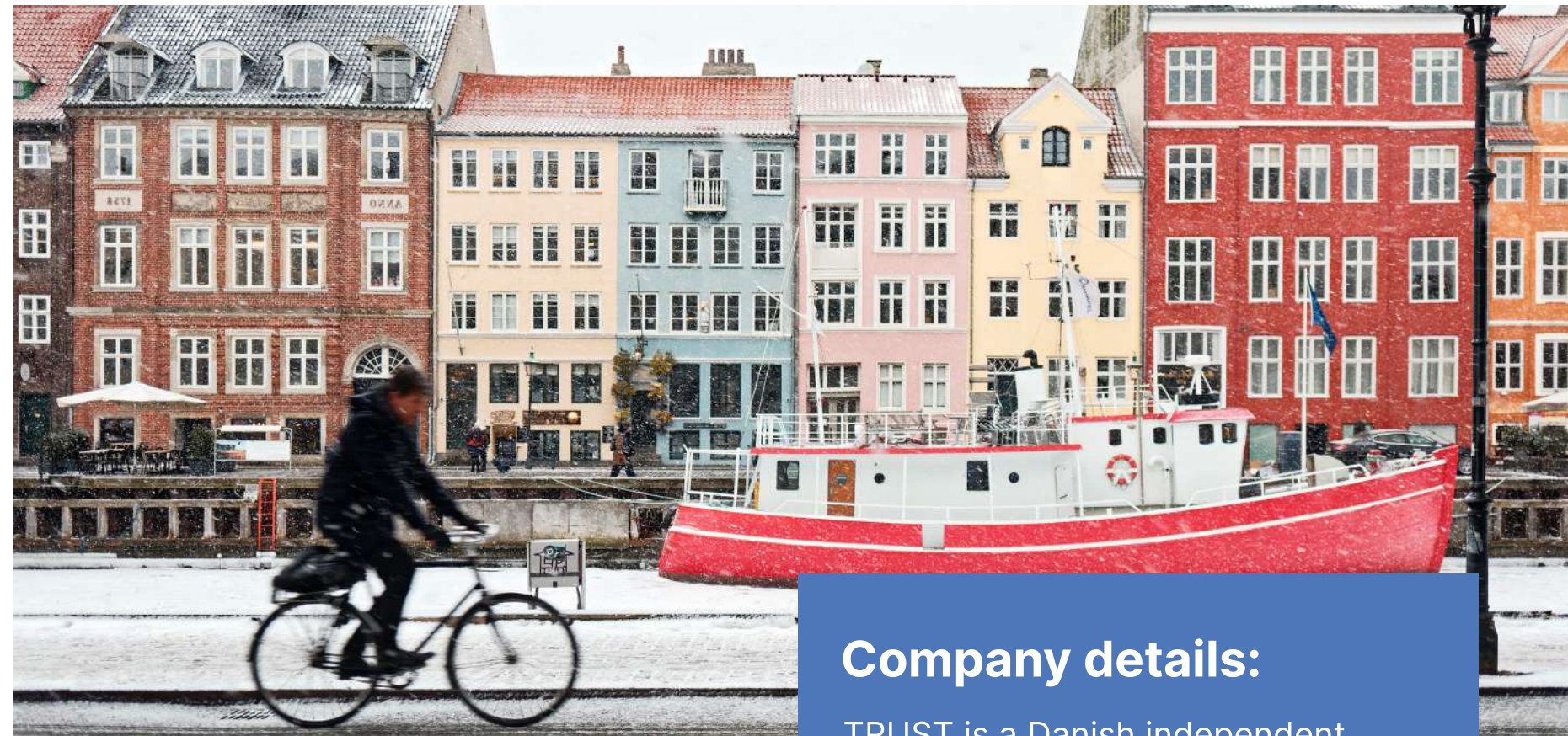


# Case Study: Daily Processes Automation

## Insurance Management System for the Insurance Agency



### Company details:

TRUST is a Danish independent insurance agency that works with multiple international insurance carriers. It focuses on commercial clients from a midsize segment, companies with 10 to 200 employees, businesses that need reliable insurance. TRUST is a relatively small firm with three founders and a few employees. However, now, it's one of the insurance leaders in Denmark thanks to powerful automation provided by RiskVille.

**Industry:** insurance  
**Size:** 10-20 employees  
**Location:** Aarhus, Denmark



### Problem:

Initially, TRUST used an old management system from a local provider. With the growing number of customers, it became inefficient, so the company started looking for alternatives. Neither basic RPA tools nor in-house developers were cost- and time-effective. As a result, the team had to use an outdated and poorly-customized product because there were no alternatives.

Overall, TRUST required a new insurance management system to solve three crucial issues:

- Automate core routine tasks in the customer journey.
- Handle various day-to-day adjustments.
- Meet the specifications and rating models from different insurance providers and products.

### Solution:

RiskVille was chosen because it's an optimal solution for TRUST because it automates the entire value chain except for claim management (this one is a responsibility of carriers).

During the pre-delivery phase, we arranged numerous meetings, both onsite and remote. We discussed the client's requirements and wishes. By mutual agreement, we decided to stick to the list of core problems and fixes instead of product specifications. This way, our experts were free to find the most optimal development ways while the client was sure that we would add the required features. We also agreed on the renewal and data migration processes.

Generally, RiskVille implementation takes one week as it's a turnkey solution. For TRUST, this phase took four weeks because of several customization changes. During onsite deployment, we also connected insurance carriers and clients of TRUST, as well as started the data migration stage. Still, all core features were ready in just one week, including in-house training for employees.

### Results:

Talking about specific RiskVille benefits, the insurance agent automated its value chain for more than 1,000 customers in the system. The tasks include:

1. Generating proposals for clients.
2. Collecting data about offers and customers.
3. Adding information to reports for carriers.
4. Making daily changes to programs.
5. Raising/deducting coverage.
6. Calculating and correcting premiums.
7. Creating invoices.



**Rasmus Dahlin**  
Chief Operating Officer



"RiskVille is helping us from meeting a prospect until signing and into handling day-to-day operations. It is so easy to understand that you don't need training. If you can manage a Facebook account, you can manage RiskVille. This is the right system for us.

Software engineers from RiskVille can understand the business from the end-users' perspective. I don't look at them as a sort of service provider, I see them as a part of my team. It has only been a positive experience for me."

### Future upgrades:

Further, we plan to improve a compliance module to help users to stay on a single workflow. As for carriers, TRUST wants to integrate RiskVille into their systems to enable direct bookings. Moreover, the agency plans to scale more, so it will require an advanced BI module and connections to public data sources.

Notably, the solution is real-time integrated to TRUST's finance system (e-economic). Two more integrations are planned in 2020.

As for new values, RiskVille took the customer's business to a new level. The system automated minor manual tasks, so-called "monkey business" previously handled by human operators. Now, staff can focus on clients to meet their needs while the machine processes data, makes adjustments, improves connection to customers and providers, boosts compliance, and generates huge ROI.