

Unlock The Full Value Of Digitized Insurance

In today's unique business environment, it's no surprise that many organizations are conducting a complete digitization of their processes, in order to maintain continuity and growth. To stay ahead of unpredictable circumstances, many industries especially the insurance sector have geared up and have plans to adopt the right technology stack. This is a result of increased consumer demand for digital interactions in the insurance process.

However the divide between forward-thinking insurers and those who have yet to embrace digital maturity is as apparent today as ever. The former group is already seeing the fruits of their labor. But despite the best efforts, **70% of digital transformation** initiatives fail to deliver intended results i.e maximum digital adoption, increase in productivity etc.

Here are some of the obstacles that slow down digitization in the insurance industry:



Digital Skill Gaps - According to a survey run by the **Everest Group**, more than 60% of insurers face significant challenges in finding the right talent and skills to accelerate their pace of digital adoption.



Longer Release Cycles - The release cycles for enterprise digital products are, even at the best of times, anywhere **between 12 to 18 months**.



Age & Resistance - As a large portion of the workforce in this industry **approaches retirement**, new underwriting, claims and billing specialists take longer to be productive on applications such as Guidewire and Fineos.



Data Inaccuracies - Insurers are yet to reap the benefits of Data Insights. This is because Analytics systems continue to deal with poor/ inaccurate data from Systems of Records, caused by the inability to validate data quality at source.

Whatfix Your Way to Digital Transformation Success!

The global research firm Gartner recently recognised **Digital Adoption Solutions (DAS)** as a new category of technology that can help achieve digital transformation success by delivering a more robust and intuitive software training to improve usage and adoption. These solutions overlay any application to provide interactive flow-based learning courses to users for uninterrupted workflow and faster time to value on a company's technology investment.

Whatfix is the leading DAS provider in this market, having helped over 500 Private and Public sector organisations effectively onboard, train and support users on any web, desktop and mobile based application.

How Does Whatfix Drive Digital Transformation?



Customer Relationship Management

Enable guided pathways for contact centre channels to deliver a better customer experience, while reducing CRM data errors and the need for repetitive training.



Digital Insurance

Enabling user adoption of your digital processes to improve the digital footprint and end-user experience, while lowering the load on contact channels.



Underwriting, Claims and Billing

Whatfix enables policy, claims and billing specialists to be more productive on core applications (Guidewire, Fineos, Applied Epic, AMS360), adhere to process and reduce error rates.



Enterprise Applications

Realise the value from investments in Employee Applications such as Human Capital Management, IT Service Management, Collaboration platforms and Portals, and reduce the need for employee training and the volume of "how to" queries.



25-37%

Increase in user productivity



60%

Reduction in training time



3x

Faster time to value from digital insurance investments

ISO/IEC 27001:2013



GDPR compliant



AICPA SOC2 Certified



BAUSCH+LOMB

CardinalHealth

experian

UCI University of California, Irvine

CISCO

Drive Digital Transformation With Whatfix. Contact Us Today!