



COMARCH



FOR INSURANCE

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Comarch IT Solutions for Insurance since 1998

OVERVIEW

About Comarch

Comarch is a **business solutions supplier** of key industry state-of-art software and services for Insurance and Financial Services. The company has been delivering systems to various financial institutions, such as banks, brokerage houses, insurers, asset management companies and funds, since its inception in 1993.



For us, the most important factors of IT projects are innovation, consistency and predictability. Comarch is a proven, reliable partner with vast potential and highly competitive products. What is also significant, Comarch as a banking and finance market consolidator has extensive experience and know-how which brings real added value to projects carried out for the bank.

Mariusz Bondarczuk,
CIO, ING Bank Slaski.

TELECOMMUNICATIONS
FINANCE, BANKING & INSURANCE
INFRASTRUCTURE

OPERATION AREAS



FINANCE, BANKING & INSURANCE



TELECOMMUNICATIONS



GOVERNMENT & UTILITIES



INFRASTRUCTURE



SMALL & MEDIUM ENTERPRISES



TRADE & SERVICES

TRADE & SERVICES
SMALL & MEDIUM ENTERPRISES
GOVERNMENT & UTILITIES

COMARCH TODAY



CUSTOMERS ON 4 CONTINENTS
IN MORE
THAN 30 COUNTRIES



3800 EMPLOYEES
WORLD-WIDE



OVER 3000 SUCCESSFULLY
COMPLETED PROJECTS

Comarch strategic fundamentals enabling the company sustained development:

- development of Comarch own products,
- accumulation of high quality human resources,
- permanent extension of international sales, R&D and delivery,
- keeping the organization lean and mean,
- customer satisfaction,
- good mix of private and public ownership,
- conservative financial management,
- social responsibility.

COMARCH FOR INSURANCE

Nowadays, insurers face many global challenges, forcing them to rethink their business models. The importance of innovation, agility and customer experience has been increasing in the industry everyday practice. Changes in customer attitudes, distribution, brands, new regulations and insurance value perception require a more targeted approach towards growth strategies. To achieve business goals and efficiently implement evolving business models, insurance companies must focus on reliable IT support. Automation of the insurance value chain improves operational efficiency and increases the value of insurance perceived by customers.

Comarch has provided insurers with own IT solutions and services for 15 years. Our key assets include a deep understanding of the industry and experience in modern technology. Comarch solutions cover insurance processes throughout the whole value chain and are dedicated to both internal and external users within multiple activity areas. Comarch is aware that usability of everyday operations is crucial for end-users, therefore it focuses on the look and feel of business solutions at both the design and implementation stages.

NON-LIFE INSURANCE

HEALTH INSURANCE

LIFE INSURANCE

PENSION INSURANCE



PRODUCTS

Achieving success on the insurance market becomes increasingly difficult and depends on numerous conditions. There are many factors that contribute to the dynamically growing market: increasing competition, new sales channels, lower profit margins and a shortening life cycle of products. Our product portfolio expands rapidly as we launch new finance products every year to comprehensively accommodate all emerging needs of our clients.



Cooperation with Comarch will allow us to optimize the underwriting process, which will result in more effective and accurate underwriting decision making. The main goal of the project is to improve the customer outcomes, service and overall satisfaction levels throughout all lines of business – pension, group and retail insurance.

Anne Romagnoli,

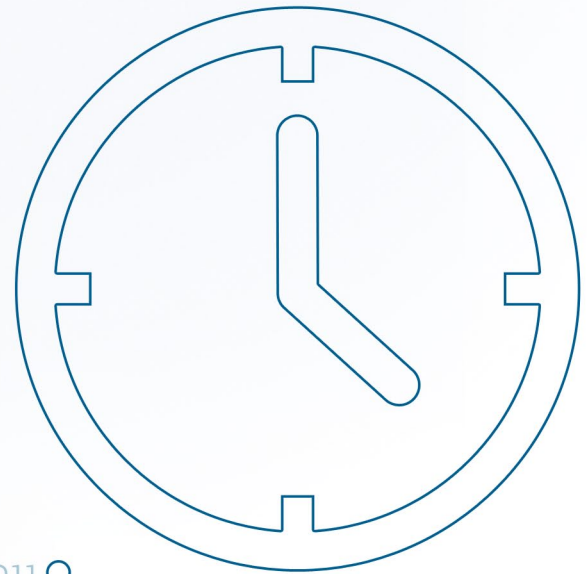
Chief IT Officer, Delta Lloyd Life.

PRODUCTS AND SERVICES

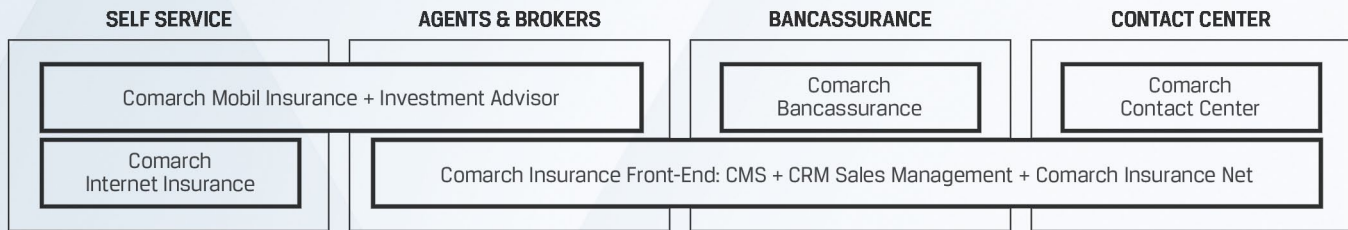


COMARCH SYSTEMS IN TIME

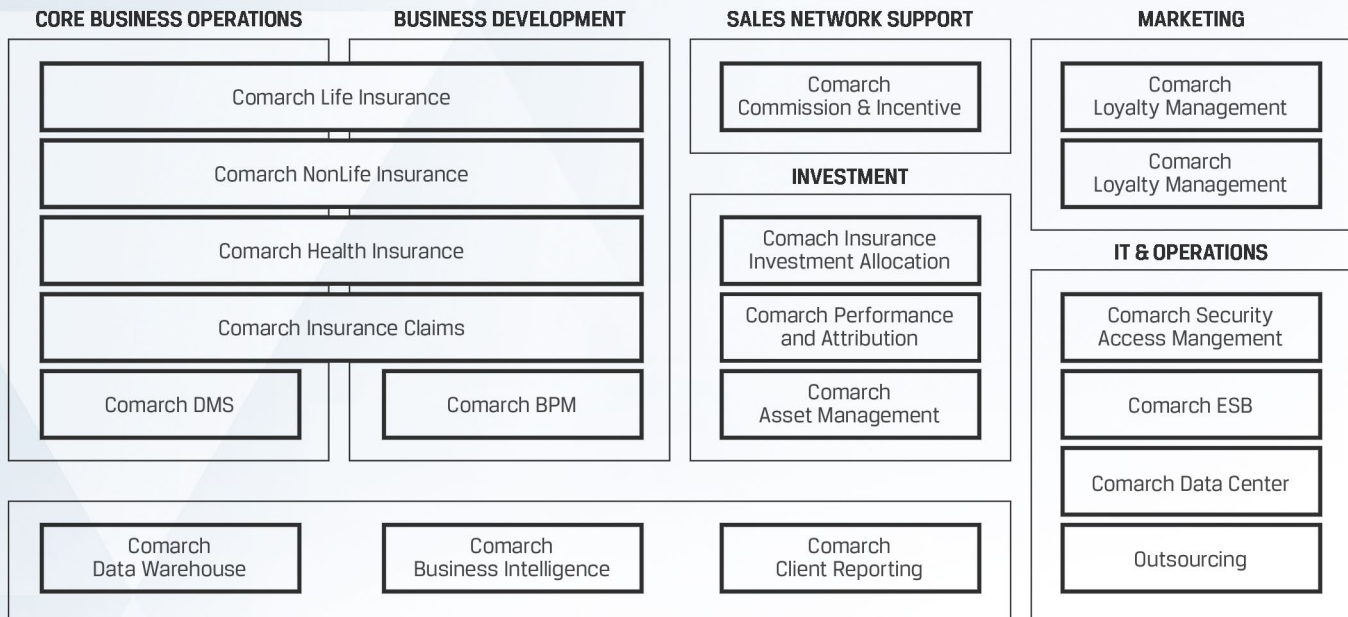
- 1998
Comarch NonLife Insurance
- 2001
Comarch Life Insurance
- 2004
Comarch Insurance Investments
- 2005
Comarch Commission & Incentive
- 2005
Comarch Debt Management
- 2006
Comarch Insurance DataWarehouse (non-life business)
- 2007
Comarch Insurance DataWarehouse (life business)
- 2008
Comarch Insurance Claims
- 2009
Comarch Health Insurance
- 2011
Comarch Mobile Insurance
- 2012
Comarch Mobile Insurance Advisor



SALES AND SERVICE CHANNELS



CENTRAL UNITS



CORE INSURANCE SYSTEMS



Comarch Life Insurance is a process oriented solution for life & pension insurance business, equipped with additional modules for underwriting and new business processing and a subsystem – Comarch Insurance Investment Allocation.

Comarch Nonlife Insurance is a core business solution that supports business operations of the non-life insurance company with dedicated modules covering the functionality for parties and properties administration.

Comarch Health Insurance is a solution for the health insurance business management designed to operate with significant data volumes, assuring coherent and efficient communication between the insurance company, insurers and medical service providers.

Comarch Underwriting provides the underwriter with a comprehensive tool supporting each stage of the underwriting process. The solution offers an aggregated customer view and allows to build and automatically assess complex medical questionnaires, which speed up the decision process and lower operational costs by limiting the number of cases that require the underwriter intervention.

Comarch Insurance Claims covers the whole process of claim handling from a claim registration to a claim payment allowing for its maximum automation (verification of a claim case, calculation of the benefit and provisions, generation of outgoing payments). Comarch Insurance Claims is equipped with a task management module facilitating the introduction of multilevel acceptance, control over a claim handling process and fraud prevention.



Insurers are looking for complete IT products to deliver their service. Areas to be supported by IT solutions are included in end-to-end management of insurance policies: from the product set-up, underwriting and risk analysis, rate and quote decisions, to confirmation of coverage and the policy issuance, ongoing contract maintenance, billing and premium invoicing, and premium reminders/renewals. Compliance is also a crucial feature of policy administration, which has to be managed in terms of established regulatory standards.

Implementing emerging technologies can be turned into benefits measured by improved loss ratios, loss adjustment expenses and better retention.

SALES AND SERVICE



Comarch Insurance Front-End integrates multiple business systems and provides an intuitive and ergonomic interface unified for all distribution channels. Customer information is presented in a consistent and homogenous manner in separate categories, even if they originate from multiple data sources.

Comarch Insurance Net offers a broad transactional functionality tailored for the multichannel sales model, including networks of agents, multi-agencies, advisors and sales forces of other intermediaries. With Comarch Insurance Net, the insurance company is given a tool to realize up-selling activities by presenting information on the insurance offer. The functional scope covers all relevant insurance operations, from offer development, simulation and proposal registration, to the policy issuance and further policy handling.

Comarch Commission & Incentive supports management of multidimensional and multilevel sales networks, creation and optimization of innovative motivation policies and commission calculations and settlements. It significantly improves the efficiency of sales networks thanks to the web access to up-to-date information on realization of sales targets, calculated commissions and bonuses. The application provides managers with tools for monitoring staff sales performance and automatically detects fraud.

Comarch Bancassurance is a solution designed for financial institutions offering bank assurance services. It automates business processes essential for a bank which offers insurance products. The system optimizes operations and improves the customer experience between the bank, the client, and the insurance company.

Comarch CRM Sales Management provides comprehensive support for customer relationship: from the customer acquisition, through the sales process (including cross- and up-selling) and loyalty programs. The system includes functionalities for front-desk and customer service employees, as well as for back office employees, responsible for managing sales processes (including preparation of information for sales staff, definition of pricing policies, planning, sales monitoring and report analysis).

Comarch Contact Center integrates all communications channels i.e. telephone (conversations, voice mail, text messaging), fax, email. Its integration with chosen tool platforms, optimizes work within the contact center.

This is carried out using:

- △ automatic client identification,
- △ possibility to make and receive calls directly from the application,
- △ automatic contact registration,
- △ access to recordings,
- △ telescripts,
- △ supervisor panel – providing control over subordinate employees.

Comarch Investment Advisor supports the advisory process for investment products offered to individual and corporate clients. It manages customer relationships and chooses the right investment-pension product, according to the client expectations and possibilities as well as the monitoring of their investment. It creates an optimal link between CRM and investment advisors.

CUSTOMER INTERACTION



Comarch Internet Insurance provides customers with the functionality of an online insurance account, additionally allowing for the performance of insurance operations in a self-service mode. The functional scope of the solution may vary depending on the product line and may include: simulation, registration of insurance applications, insurance claim submission including uploading of claim documents and investment account management.

Comarch Mobile Insurance offers user-friendly sales and the self-service functionality designed for three groups of users: agents/brokers, claim adjusters and customers. The application can be installed on various types of smartphones and tablets. Agents/brokers and claim adjusters benefit from a real-time access to customer portfolios and their accounts. Customers appreciate constant access to information, the possibility to buy an insurance policy anywhere they need and the ability to file a claim in case of loss.

Comarch Client Reporting & Communication generates reports of the highest quality, which include the value, profitability and risk of a pension-investment product, which is based on investment funds, shares and other financial instruments.



Gartner predicts that by 2013 mobile phones will overtake PCs as the most common Web access device worldwide. By 2015, media tablet shipments will reach around 50 percent of laptop shipments.

–Gartner Report 2012.

We believe that by getting the customer interaction right, there is opportunity in every market to do a better job of attracting customers and strengthening relationships in order to drive growth

– Ernst&Young, Voice of the customer. Time for insurers to rethink their relationship. Global Consumer Insurance Survey 2012.

Nowadays service delivered by insurers must be customer driven. Customer's environment becomes increasingly mobile and that is why insurance agents will be trying to find complex management solution that is dedicated to variety of mobile devices.

Experts forecast that using mobile channels will shortly become a norm and will influence a great number of business areas.

MARKETING



A changing environment causes one crucial change among others – nowadays customers become more aware about their needs, have higher expectations and decide how, when and where they will liaise with Insurance providers.

The clue is to effectively target a marketing campaign and coordinate multichannel activities. Insurance is highly personalized industry, so every marketing action shall be also adequately planned. A tool that optimizes campaign effects is a key factor of successful marketing.

Comarch Loyalty Management offers an advanced set of business applications geared towards standard as well as advanced loyalty programs. The system stands out due to social media integration: 360° customer view, real time interactions, customer data enhancement, personalized messages via Twitter, mobile applications as geomarketing, geolocation, interactive offers, social media posts and capturing the maximum of customer data for an advanced analysis which can be done with **Comarch aCRM**. The tool supports a sophisticated analysis, including a client behavior analysis, client segmentation and possible upselling activities.

Comarch Campaign Management manages the full life-cycle of a marketing campaign: planning, testing, realization, optimization and an analysis of effectiveness. The system allows user to reach a chosen client group, at the right time with the right information and via right communication channel.

INVESTMENT



Insurers are among the largest institutional investors in Europe, with a portfolio of €7 700bn. Regulation can have a huge impact on insurers' investment decisions, which affect in turn not just the companies themselves but also their customers and the economy as a whole

- European Insurance - Key Facts, August 2012.



Comarch Asset Management provides a comprehensive set of tools automating the asset management related processes, supporting investment strategy implementation (incl. simulations, generators), orders registration and transaction settlements, pre- and post-trade compliance, investment limit queries and investigations, portfolio modeling and rebalancing, fees calculations. The system provides current information on assets under management, cash-flow forecasts and broad integration with market data providers and counterparties.

Comarch Performance Measurement and Attribution enables the performance assessment of active investment portfolios and drill down to sources of profit and loss. The application provides a distinct view on current performance quotes at different levels of aggregation with reference to index benchmarks or the competition portfolios. Performance attribution and coefficient calculations provide a deeper view into benchmark effects useful both for active and passive portfolio managers.

Comarch Insurance Investment Allocation supports fund unit dealing and management of individual client investment accounts for unit-linked investment plans, pension plans and variable annuities. Additionally, the functionality covers NAV management and aggregated information on open positions. The solution is equipped with an interface for integrations with both policy administration, market data providers and asset management systems.

FINANCIALS



Multichannel sales forces operate in dynamic conditions while managing distribution of changing product portfolios. A strong need arises to search for optimal commission-incentive systems. Commission systems are changing quickly, becoming more and more advanced. As a result operating commission systems using spreadsheets, simple databases or older applications has become impossible.

Comarch Debt Management improves efficiency of recovering overdue debts and money misappropriated thus reducing the costs of a single case. All collection processes are directed through a definable workflow: classification of debts, a soft collection process, creation of a debt payment plan, legal proceedings, enforcement proceedings and debt recovery. At all stages the system supports the user with a task management tool and automates operations (e.g. mass document printing).

Comarch Fraud Detection analyzes a wide range of entities that may participate in frauds and abuses. The product is equipped with a powerful event-based Reasoning Engine able to analyze large amounts of data from multiple sources (including the black list search, activities, transactions) as well as applying advanced reasoning scenarios.

REPORTING AND ANALYSIS



Comarch Insurance Data Warehouse

provides structured, aggregated and comprehensive reports to support decision makers at various management levels. The data model is dedicated to the insurance industry and can be fed from multiple systems, ensuring one coherent view on all business activities.

Comarch Business Intelligence offers a single, comprehensive, web-based solution for all types of reporting: ad-hoc and cyclic reporting, enterprise-wide report types and reports that can be authored once and used by many company employees, thanks to a built-in report distribution tool.



Even if there is a number of data produced daily by insurance companies, they can be often described as "data rich, but information poor". The challenge is to turn them into valuable facts. It can be achieved through intelligent business systems, that analyze current situation and support decision making process.

Main reason why insurers do choose Business Intelligence and analytic tools is to improve underwriting, claims, marketing and internal operations.

IT & OPERATIONS



Comarch has provided unwavering support to a wide cross-section of businesses operating in banking, insurance and capital market sectors. Comarch's primary advantage lies in the extensive domain knowledge obtained during numerous business analyses and project implementations.

Comarch Data Center can be an alternative for expanding own IT resources. Thanks to this solution, the client can focus on primary business activities, become more effective to control and limit operating costs, and dedicate internal resources to other activities.

Comarch Enterprise Service Bus is a web-service capable, middleware infrastructure platform, responsible for communication between components of complex and heterogeneous systems. The main purpose of Comarch ESB is to achieve integration of its products with those of other vendors, to produce a functional entity.

Comarch Document Management System enables control of the company information stored in business documents in a comprehensive way. Comarch DMS performs the process efficiently by providing automation in the scope of document scanning and indexing, Optical Character Recognition and full text search.

Comarch Business Process Management is a modern platform geared towards modeling, monitoring and improvement of processes by domain experts. The solution guarantees the ability to design business processes in every area of a company, together with definition of the user interface. At the same time, it is an integration platform for dispersed applications, based on a mature and flexible architecture.

Comarch Data Center Services allow customers to benefit from using a specially designed data storage facility. All Comarch Data Center projects are tailored to customer needs and assure a high level of quality.

Comarch Consulting and Outsourcing Services – Comarch has carried out a few thousand IT projects in Europe and worldwide. The projects have allowed the company to gather a wide range of technology, domain, business and management competences.

SECURITY PRODUCTS AND SERVICES



Data access is nowadays a key to success for the majority of market operations. All companies, organizations and institutions are connected with information systems and data processing. These systems often support crucial processes that determine success or failure on the market.



Comarch Security Access Manager DRACO provides central identity management and access management for enterprise businesses.

Comarch CentralLog is a tool for centralization, analysis and storage of the security audit information required by Solvency II, produced by various applications.

Comarch SecureAdmin is a user activity monitoring system, which operates transparently at the network layer level (passive and active analysis).

Comarch SmartCard Workshop manages life cycles of cryptographic cards and tokens. It is a java-based cryptographic microprocessor card for secure storage of sensitive information such as cryptographic keys and passwords.

Comarch SmartCard is a cryptographic microprocessor card for secure storage of sensitive information such as cryptographic keys and passwords.

Comarch SmartCard Bio is a biometric solution that ensures an authentication and authorization method based on three factors: possession (physical card), knowledge (PIN to the card) and biometric data (fingerprint).

Comarch T-Pro is a highly secure SmartCard reader. It ensures encrypted point-to-point communication.

Comarch T-Pro protects against the following attacks: Men in the Browser and Keylogger.

Comarch MobileID is an authentication and authorization method based on mobile phones as an alternative to SMS codes, hardware OTP and TANS.

Comarch CA (CertificateAuthority) provides Comarch proprietary software with full implementation of PKI (Public Key Infrastructure) systems, including issuing certificates for secure email, web servers, communication channels, and user authentication and authorization.

KEY DIFFERENTIATORS

Modularity

allowing for implementation of chosen best-of-breed applications and integration of business processes within existing IT landscape

Flexibility

ability to modify and optimize product and business process assure the system growth together with the business

Process orientation

the flow of business processes between departments is reflected in the system

Comprehensiveness

ability to support all insurance product lines and all distribution channels

Focus on usability

task-oriented work and configurable dashboards, hints and menus make the system easy to use even for new users

Powerful tool for user work monitoring

tracking bottlenecks and user effectiveness thanks to introduction of task-oriented work

Multi-country and multi-company capabilities

supporting insurance company operations on a group level and an international sales model

Unified technology

allowing to explore advantages of SOA

Open architecture

easing up integration with external systems

Mobile

versions of the application lay-out
- providing access to the system whenever needed

BUSINESS SOLUTIONS

Due to global changes, technological development and opening-up of new markets, a new approach to organization and business at insurance companies becomes a necessity. New challenges mean rapid fulfillment of market demands by designing new insurance products, adopting new business processes, leveraging new sales and customer-service channels and improving risk management.



Implementing the new Sales Service Portal is another step in the realization of our mission to be a new generation insurer. UNIQA's ambition and goal is to deliver the most modern solutions for products as well as processes allowing maximum comfort and effectiveness of work for our insurance sales managers and partners

Hans Christian Schwarz,
President of UNIQA Group in Poland.

BUSINESS SOLUTIONS

THE INSURANCE MARKET CHALLENGES: AN OVERVIEW

The insurance market is an integral part of the financial sector, where it is increasingly hard to achieve success. This is accounted for by a number of factors:

- ◇ new markets opening-ups and globalization processes,
- ◇ the insurance market and its environment changes, forcing insurers to rethink and reorganize their operations and products,
- ◇ raising customer awareness and expectations towards the quality of service and a more personalized approach in customer communications,
- ◇ insurers struggle with the quality of fragmented data kept in various systems integrated often only on the reporting level without integration of business processes,
- ◇ pressure to cut costs resulting in the necessity of business process optimization and monitoring of performance levels,
- ◇ expanding new distribution channels including smartphones and mobile technologies,
- ◇ new legal and supervisory regulations including the EU-initiated Solvency II project.

COMARCH SOLUTIONS HAVE BEEN DEVELOPED TO MEET EVOLVING EXPECTATIONS OF THE INSURANCE INDUSTRY.

COMPREHENSIVE SUPPORT FOR GROUP INSURANCE

Business challenge

The group insurance market is becoming highly competitive. Customers set up standards that must be acknowledged by companies if they want to maintain their services at the highest level. Key challenges determining business success for insurance companies in this area are the following:

- ◇ different structure of contracts and pension schemes,
 - ◇ varying datasets,
 - ◇ exceptions management,
 - ◇ individual complex pricing policies,
 - ◇ large volumes of data incoming at the same time,
 - ◇ high level of automation,
 - ◇ lack of contact with end-customers.
- Comarch clients want to improve their customer services, products and customer management. The use of excel sheets and solutions not dedicated to insurance results in poor quality data. All operations handled manually could be easily accelerated by the process automation. The implementation of a dedicated solution - Comarch Life Insurance increases the quality of services delivered by the insurance company thanks to:

- ◇ accurate customer base,
- ◇ ability to follow audibility requirements,
- ◇ precise risk & benefits calculations,
- ◇ lowering operation costs,
- ◇ possibility to set and run up-selling actions.

Comprehensiveness

The Comarch Life Insurance solution allows the insurance company to have separated, dedicated processes and business logic for individual and group insurance, allowing for an aggregated customer view. The solution is equipped with an advanced New Business module supporting a sophisticated quotation process, which covers automated uploading of participants data, automated pricing engine and generating simulations. Thanks to the flexible contract structure, and both upload and pricing procedures, the system is able to meet the highest auditability requirements. When combined with an advanced history model, it assures accuracy of calculations.

The group insurance solution can be enriched with portals for insurance holders and insureds. Insurance holder contract administrators are granted online access to contract data, ability to manage contracts and insureds certificates (which allows the insurance company for further cost reduction), as well as possibility to monitor the invoicing process and generate invoices on demand. Additionally, insureds can check not only their insurance coverage, but also manage plans and investments.

Multi-capabilities

The insurer can benefit from multiple options provided by the system while setting up their offers. Comarch Life Insurance supports a multi-company set-up allowing for e.g. mixing pension, life and health insurance covers from different providers and multi-country operations, which enables offering products in the international environment.

Process orientation

The Comarch solution has a built-in Business Process Management module allowing to define the most complex cross-application processes. The user work is based on tasks incoming to individual inboxes with set contexts and defined completion dates. It significantly improves the efficiency of daily work and the application usability, as well as the user work monitoring. The BPM tool manages general information flow turning data into valuable and accurate information.

INTEGRATED CLAIMS AND UNDERWRITING PROCESSES

Business challenge

Speed, accuracy, effectiveness and responsiveness are recognized as the main objectives in the area of claims and underwriting processes. Policy administration core systems are often not integrated and do not provide a coherent view on the customer. Switching between various applications to retrieve dispersed information is not only redundant and time consuming, but it can also lead to human errors. Integration

of chosen business processes with a *best-of-breed* solution is one of the current main trends according to two leading analyst companies – Celent and Gartner. The following issues are seen as crucial market challenges to be achieved:

- ◇ aggregated 360° customer view,
- ◇ accurate claims register,

- ◇ full medical acceptance history register,
- ◇ databases allowing for effective fraud detection,
- ◇ shortening time required to issue a policy,
- ◇ acceleration of claims processing,
- ◇ mastering customer service (especially in claims processes).

One of the leading European insurers needs to integrate their claims and underwriting processes. Comarch offers an IT-solution that allows for meeting their goals by providing features, which ease up the system integration: the open architecture, modularity and user work monitoring.

Process management efficiency

Important customer information from different sources are collected and aggregated without the user interaction.

Therefore, insurance offers can be personalized, estimations and predictions more reliable and a claims handling process shortened to meet customer expectations. Moreover, the register of underwriting cases and claims provides information valuable for fraud detection. The information on medical examination results allows to minimize underwriting costs and feeds a claim handling team with easily accessible, valuable information for claim verification.

Comarch solutions offer a build-in Business Process Management tool to manage and boost effectiveness of processes, and to monitor user work. Comarch Business Process Management supports the insurance company managers in organizing team work and task distribution. In addition, BPM provides information on users who deals with given cases, their processing stages and predicted dates of completion. Business analyses are equipped with powerful process monitoring and reporting tools allowing for spotting bottlenecks and optimizing the process.

AGGREGATED CUSTOMER VIEW

Business challenge

To maximize sales results insurance companies must provide their sales force with accurate web portals accessible whenever needed. The platform for sales network should be easy to use, provide quick response to any inquiry or action not to discourage agents from using it. The sales network requires more and more advanced functionality responsible not only for providing quotations but enabling a 360° customer view, which allows for

closing the sales during a single meeting with a customer. On the other hand, insurance companies look to increase sales force motivation with more and more sophisticated incentive schemes. To make it happen, insurance companies must inform their sales network on realization of sales goals, set up sales targets, provide information on current achievements (in a form of calculated commissions or of more advanced gamification concept).

Moreover, it is necessary to provide managers with portals allowing to manage and monitor work of their team members. Therefore, the portal for sales force is no longer a simple quotation application but a platform combining functionalities related to CRM systems, customer servicing platforms, training and commissioning systems.

Web-based mashup solution

The sales and service platform offered by Comarch is based on the unified portlet technology (Comarch Insurance Front-End) allowing to combine functionalities offered by multiple applications within a single web solution, easily accessible by the sales network via web

browser and mobile devices (tablets and smartphones). It is intuitive and easy to use. It can be integrated online with core insurance systems and other applications supporting insurance operations (e.g. CRM solutions, data warehouses, sales network management systems). The Comarch front-end application offers all functionalities that might be required to support sales forces. What is important, the scope of available functions is adjusted to a given user role (e.g. a manager can see the team manager cockpit but can also access a chosen team member view). Owing to its scalability, the system meets requirements of insurance companies quickly developing their sales networks – in its largest implementation Comarch Insurance Front-End is accessed by over 2000 users daily.

SHORTENING PRODUCT (TIME-TO-MARKET)

Business challenge

The situation on the insurance market changes rapidly, forcing insurance companies to modify their product offers again and again. Insurers participating in the bancassurance business often think that their competitive advantage as the bank partners is the ability to adjust their product offers to bank demands in the shortest possible time.

To achieve a high level of the market responsiveness bancassurance business providers look for an IT solution that allows for new product quick launch, assures flexible product configuration and enables fast and easy integration with business partners who deliver data in different formats.

Flexibility & versatility

The Comarch core systems meet those expectations – they allow for handling all product lines and distribution channels, providing insurance companies with an IT platform that grows with their business and adapts to market new challenges. Insurers can not only define products without any customization and support from the vendor side, but they can also adjust their business processes (deployed in a Business Process Management tool) and data upload procedures, allowing for smooth integration with numerous data sources. Numerous successful implementations prove that the Comarch core system is an excellent IT platform in demanding times, and furthermore the application is able to support all product lines and distribution channels including bancassurance.

SELECTED CASE & BUSINESS STUDIES

COMARCH INSURANCE FRONT-END FOR UNIQA

UNIQA launched an Internet Sales Service Portal – a new generation tool for company partners, agents and intermediaries. Implementation of the portal was an important element in the realization of the UNIQA group strategy that expects an increase in the effectiveness of its sales network. Biggest challenges on this stage were:

- ◇ making the job of insurance sales personnel as easy as possible,
- ◇ speedy information exchange,
- ◇ effective sales and client service support.

Solution

Comarch CAFE is a mature *front-end* class solution made up of many applications, a so called *mashup*. The Sales Service Portal guarantees rich and ergonomic functionality: insurance sales and service: preparing offers, issuing online policies, preparing policies in the traditional manner, access to complex information about each client.

According to analysts from Gartner Strategic Guideline, by 2020, mashup technology will become the dominating model (80%) for building complex business systems.

By project realization and support, Comarch has proved itself as an engaged, experienced and professional partner.

- Letter of Recommendation from UNIQA.

Benefits

- ◇ CAFE for Insurance is made up of high quality solutions, expertly prepared to realize the business goals set before them. Assembling them into one joint platform gives an additional synergy effect and increases the added value of the implementation;
- ◇ Increasing effectiveness of the sales process and post sales service;
- ◇ the portal allows for full use of available customer communication channels, i.e. agents, unit employees, dealers, call center, text messaging, internet (WWW, WAP), fax or email;
- ◇ the module-based architecture increases continuity of business and comfort of everyday tasks carried out by users;
- ◇ flexibility in the system management allows for a quick reaction to changes of conditions under which business is carried out, as well as allowing modification of the platform without the need to employ technical personnel in the system structure and business processes;
- ◇ interface improvement and alignment guarantee the work comfort and increase the employee efficiency, which leads to reduction of employee training costs as well as eliminating the time lost by users when logging in and while entering the same data to different systems;
- ◇ making insurance and administration mechanisms more cohesive – the solution supports central management of users as well as running the common security policy.

COMARCH ASSET MANAGEMENT FOR GENERALI GROUP

With an intensive market expansion Generali Group achieved the level, when existing operation systems were not sufficient to meet the company increasing needs. Basic challenges to be met by a new IT system were:

- ◇ unification of the information flow inside the company,
- ◇ increase of daily work efficiency,
- ◇ elimination of mistakes and decreasing possible errors risks,
- ◇ improving the employee working standards.

Solution

In Generali Group Comarch Asset Management was implemented mostly to manage processes in the life insurance department, but the other departments – a property insurance and a retirement department also benefited from the solution.

Implementation of Comarch Asset Management was divided into stages, which included: analysis of the existing situation, adjusting the solution features according to the client needs and expectations, testing and implementing of the complete product.

Comarch provided the Generali employees with practical trainings introducing them to the system functionality. Constant help-desk support was provided to deal with any inquires occurring after the implementation process.

Benefits

Comarch Asset Management supports daily work of the Generali accounting and investing departments. Thus, main business benefits are:

- ◇ upgraded internal information flow,
- ◇ easy information access thanks to data aggregators,
- ◇ improved effectiveness of daily work,
- ◇ accurate reports and reliable data owing to correctness monitoring of information entered into the system,
- ◇ unification of all systems used in the working environment.



We chose solution offered by Comarch, because we find them a trustful partner and we already have a successful cooperation history. Comarch offered us a ready-to-implement and market -proven product. Also high skills level and experience of Comarch consultants and product managers in the area of assets valuation and accounting were considered as an asset. System support service was delivered in a professional way.

- Piotr Pindel, Generali PTE Member of Board.



SUCCESS

Thanks to advanced IT solutions delivered for financial institutions, Comarch has been recognized as a key player on the technology market. Constantly investing in research and innovation, Comarch maintains the highest industry standards. Respect and appreciation of clients, partners, analysts and business professionals prove that success is not a single point to achieve, but continual and sustainable development.



Insurance software solutions provider Comarch is announcing this week that it has been ranked among the leading European providers of Insurance Claims Systems in "Celent Claims Systems Vendors: European General Insurance 2012". Celent is a research company specializing in business and technological advisory for financial institutions

Insurance Technology, October 2012.

SUCCESS

ANALYST RECOGNITION

Comarch has been present in analyst reports for years. For the first time, the company was noticed on the international market in December 2001 (by Gartner). The selected highlights of Comarch presence in the analyst reports are illustrated by the following table:

CELENT

- ◇ The European Market for Life Policy Administration Systems Is Crowded With Vendors
- ◇ Seven Vendors Dominate the European Market for General Insurance Policy Administration Systems
- ◇ European Market for Life Insurance Policy Administration Systems: Fewer Deals Will Eventually Lead to Vendor Shakeout
- ◇ Survey Shows the European Non-Life Policy: Administration System Market Is Growing, but Challenges Remain
- ◇ Market for European Life Insurance Policy Administration Dries Up in 2011
- ◇ European Non-Life Policy Administration Market Is Ready for a Shake-Up

Gartner

- ◇ Policy Administration Systems for General Insurers in Europe 2009
- ◇ European Policy Administration Systems 2009: Life and Pension ABCD Vendor View
- ◇ 2010 European Claims
- ◇ Policy Administration Systems for General Insurers in Europe 2011
- ◇ EMEA Policy Administration Systems 2011: Life and Pension ABCD Vendor View Claims Systems Vendors: European General Insurance 2012
- ◇ Client Reporting Tools Update 2012: An Overview of the European Market

INSURANCE REFERENCES

Comarch has been cooperating with many notable insurance institutions. Please see the list of our clients and implemented solutions below.

Customer	References
AEGON Life Insurance AEGON Pension Fund	<ul style="list-style-type: none"> ◇ Comarch Portfolio
Allianz P&C Insurance Company Allianz Life Insurance Company	<ul style="list-style-type: none"> ◇ Comarch Debt Management ◇ Outtasking
Aviva Life Insurance Company Aviva Investment Management	<ul style="list-style-type: none"> ◇ Comarch Asset Management ◇ Comarch Portfolio
AXA Pension Fund AXA Life Insurance Company Axa Investment Fund	<ul style="list-style-type: none"> ◇ Comarch Asset Management ◇ Comarch Portfolio ◇ FileNet Comarch Insurance Investment Allocation
BRE Insurance	<ul style="list-style-type: none"> ◇ Comarch Mobile Insurance
Concordia P&C Insurance Company Concordia Life Insurance Company	<ul style="list-style-type: none"> ◇ Comarch NonLife Insurance ◇ Comarch Life Insurance ◇ Comarch Commission & Incentive ◇ Outsourcing of WAN
Delta Lloyd Life (Belgium)	<p>During implementation:</p> <ul style="list-style-type: none"> ◇ Comarch Underwriting ◇ Comarch Insurance Claims ◇ Comarch Business Process Management

Customer	References
<p>EUROPA Life Insurance Company EUROPA P&C Insurance Company (Talanx Group)</p>	<ul style="list-style-type: none"> ◇ Comarch Nonlife Insurance ◇ Comarch Life Insurance ◇ Comarch Insurance Investment Allocation ◇ Oracle Financials
<p>Generali Group (Poland)</p>	<ul style="list-style-type: none"> ◇ Comarch Asset Management ◇ Comarch Portfolio
<p>HDI Gerling - Life Insurance Company (Talanx Group)</p>	<ul style="list-style-type: none"> ◇ Comarch Insurance Claims
<p>HDI Asekuracja - P&C Insurance Company (Talanx Group)</p>	<ul style="list-style-type: none"> ◇ Comarch Egeria
<p>ING Pension Fund ING Bank Śląski Poland ING Investment Fund ING Investment Management (ING Group)</p>	<ul style="list-style-type: none"> ◇ Comarch Asset Management ◇ Comarch Depository ◇ IBM FileNet ◇ Comarch Credit Process Management ◇ Comarch Internet Corporate Banking ◇ ING Business Online
<p>Amplico Life Amplico Investment Fund Amplico Pension Fund (MetLife Group)</p>	<ul style="list-style-type: none"> ◇ Comarch Asset Management ◇ Comarch Portfolio ◇ Comarch Insurance Data Warehouse ◇ DRC services
<p>Nordea Life Insurance Company Poland</p>	<ul style="list-style-type: none"> ◇ Comarch CA / RA ◇ Comarch Contact Center ◇ Avaya platform ◇ Presentation layer of Web portal

Customer	References
Pocztowa Agencja Usług Finansowych – Financial intermediary (Polish Post Group)	◇ Comarch Commission & Incentive
Pocztowe Mutual Property & Casualty Insurance Company	◇ Comarch NonLife Insurance ◇ Comarch Commission & Incentive ◇ Comarch Debt Management
PKO BP Bankowy PTE (PKO Bank Polski Group)	◇ Comarch Asset Management
PZU Life Insurance PZU Pension Fund	◇ Comarch Portfolio
Rossgostrakh (Russia)	◇ Comarch Asset Management
Uniqa P&C Insurance Company Uniqa Life Insurance Company (UNIQA Group)	◇ Comarch NonLife Insurance ◇ Comarch Insurance Front-End ◇ Comarch Commission & Incentive ◇ Comarch Debt Management ◇ Outsourcing WAN
Warta Life Insurance Company Warta P&C Insurance Company (Talanx Group)	◇ Comarch Portfolio ◇ Comarch Insurance Data Warehouse

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