DIS

Smart solution for your insurance business

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DIS is an information system specifically designed for non-life insurance business that flexibly responds to the client's needs and supports smooth run of all business operations.

DIS is time and customer tested insurance business management tool, easily adapted to each individual insurance company's needs.

DIS is a unique solution, which integrates the key insurance business modules, such as insurance product development, marketing, administration of contracts, strict accountancy forms management, claims, reinsurance, customers, brokers and debtors data management.

DIS is perfectly suited to insurance companies with a wide sales network as well as large flows of information.

DIS main advantage is its flexibility. A powerful tool for product development (including design of front office screen and printout forms) makes the system user largely independent from the vendor.

DIS accumulates 10 years of work with different clients. While implementing various customers' demands a lot of very useful experience was acquired and a unique solution, easily adaptable to the individual insurance company's requests, was created.
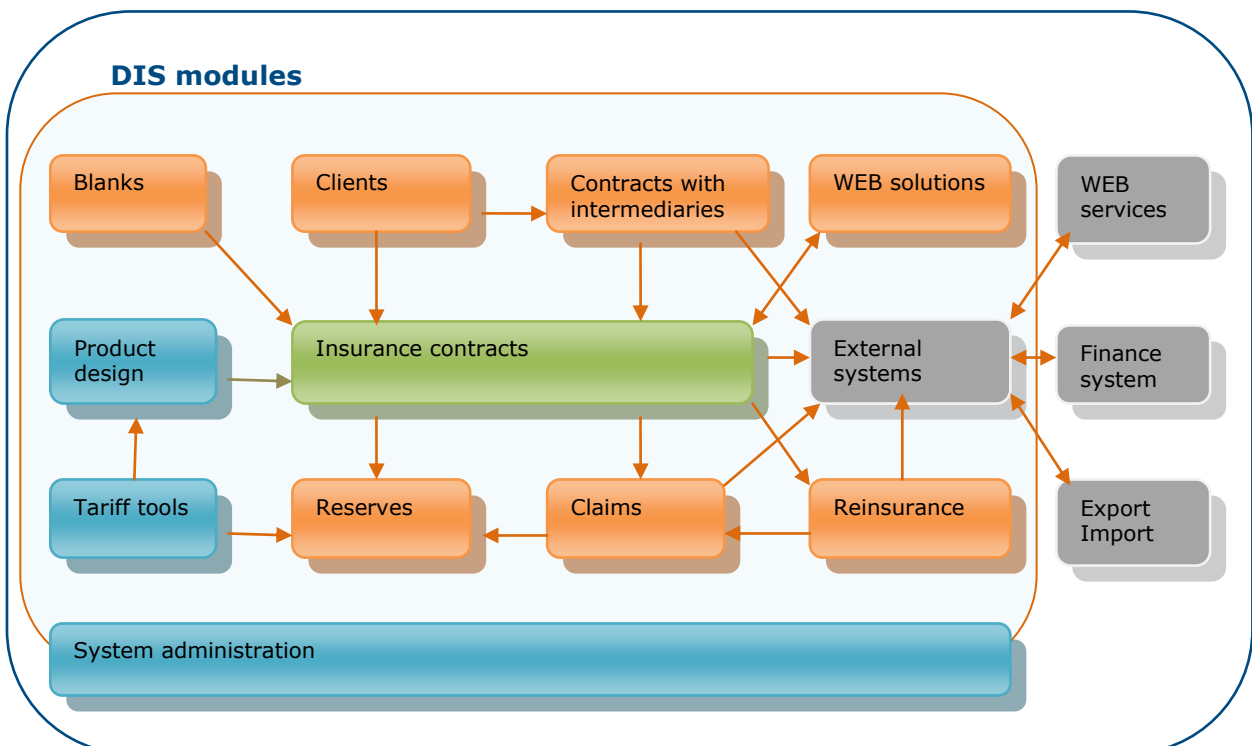
DIS includes Web-based front office solution for insurance agents/intermediaries (DIS Sales) as well as clients self service solutions.
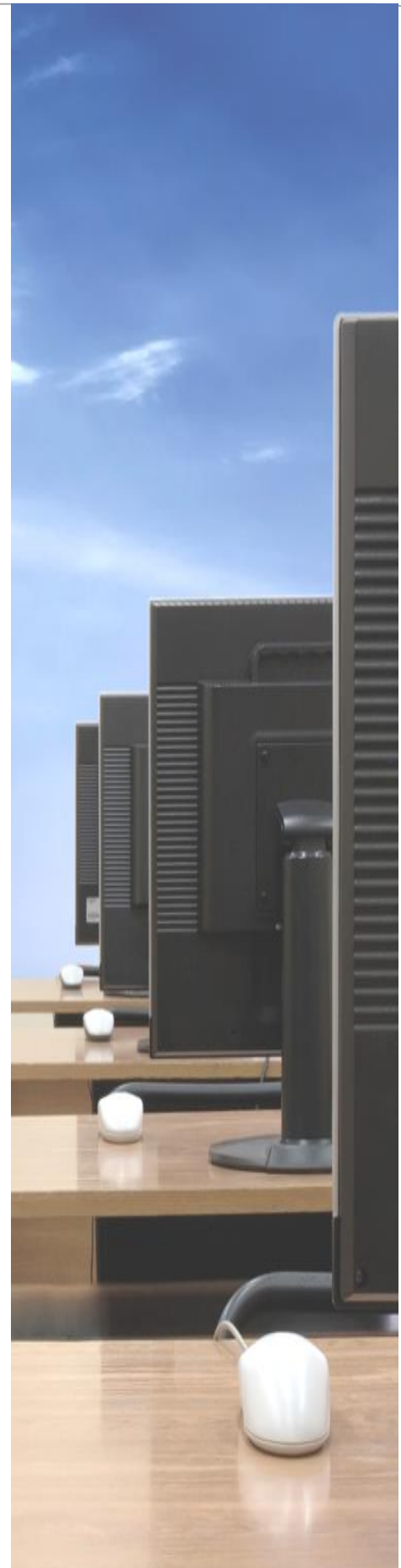
Main DIS modules and functions

DIS is a set of the functional subsystems (modules) that are related with each other, and cover all the major areas of the insurance company's business operations:

- Design of products. Business rules. Visual design of user interface. Tariff tool.
- Customer data management.
- Administration of sales channels. Intermediaries, commission.
- The insurance contract administration. Premium management. Automatic tasks.
- Internet front office and client self service solutions.
- Claims handling.

- Reinsurance.
- Integration (interface) with the financial system.
- Strict accountancy forms management.
- Technical provisions. Other statistical data and reports.
- Information exchange with Motor Bureau of Lithuania (on line mode).
- System administration module. Settings. User Rights Management.

DIS modules

Blanks	Clients	Contracts with intermediaries	WEB solutions	WEB services
Product design	Insurance contracts		External systems	Finance system
Tariff tools	Reserves	Claims	Reinsurance	Export Import

System administration

Product development subsystem

DIS is a highly flexible and powerful tool that allows the insurance company to create **any insurance product** by using only internal resources.

This tool:

- provides independence from the system vendor;
- allows quick reaction to the market changes and competition;
- enables to create any insurance product or modify an existing version of it;
- adapt the system to the company's needs and regulations;
- makes it possible to combine a various types of insurances into packages (sales units). E.g.: MOD + Personal Accident, etc.).

During the product design process, product developer defines:

- covers applicable for the different types of risks, types of the insurance objects;
- user defined attributes (variables, data fields, data base tables);
- tariff system (including discounts and surcharges);
- maximum / minimum premium and other business rules (validation);
- claim data management forms;
- printing forms;
- visual interface for each product: the insurance policy and claims data entering screen forms.

DIS functionality is controlled and finely tuned by the client through the attribute-based system, which allows to:

- create an unlimited number of user attributes. (a certain set of attributes defines a specific product);
- identify label, type, and visualization mode for each attribute;
- define default value or list of possible values for each attribute as well as value calculation formula;
- create the database tables for user defined data input and storage;
- create a tariff system (tariff table, formulas for premiums, discounts, bonuses, etc.).

DIS allows creating of **any number of printouts** for contract, including policy forms, attachments, payment remainders or policy termination notes, claim documents, etc. without support of the system vendor.

Product administrator can describe the business rules used to verify the insurance contract.

Minimal programming skills are needed for product developer. Those functions can be outsourced to our professionals as well.

Insurance Premium calculation

All premium calculation methods (formulas, sophisticated tariff tables) shall be defined by the customer's product development team.

Unlimited number of calculation criteria can be defined during product development process.

Tariff tool allows management of time-sensitive information in multidimensional contexts. This grants flexible change of tariffs without creating a new version of the insurance package. For example, DIS user can import information about up to date prices of vehicles from the external file and those prices will be used for all newly issued policies.

Customer Data Management

DIS accumulates data on any private individual or entity involved in the insurance process: the insured, the policyholder, the beneficiary, brokers, agents and employees:

- Individual and corporate data is entered into the database only once, regardless of how much and what roles the person has in the insurance process, and will never be duplicated.

- A large variety of data is maintained, including (but not limited to): name, ID, gender, birthday, contact details (addresses, phone numbers, e-mail address), an unlimited number of bank accounts and comments, etc.

- Information about the customer can be accessed/entered from any other module of the system in case it is needed to add a necessary person during any process, for example data input about a policyholder, the insured or the sales person for the insurance contract.

- There is a possibility to assess clients, e.g. to assign them an additional character, reflecting the importance of the client.

Sales channels. Intermediaries. Commission

DIS allows to:

- maintain information on a sales channel network;

- group sales channels into multilevel hierarchy structure;

- register agreements with intermediaries;

- handle multilevel commission;

- define individual commission for the insurance contract;

- assign the seller (department) to the contract;

- calculate the commission and transfer information to the financial system.

Agent/intermediary information management
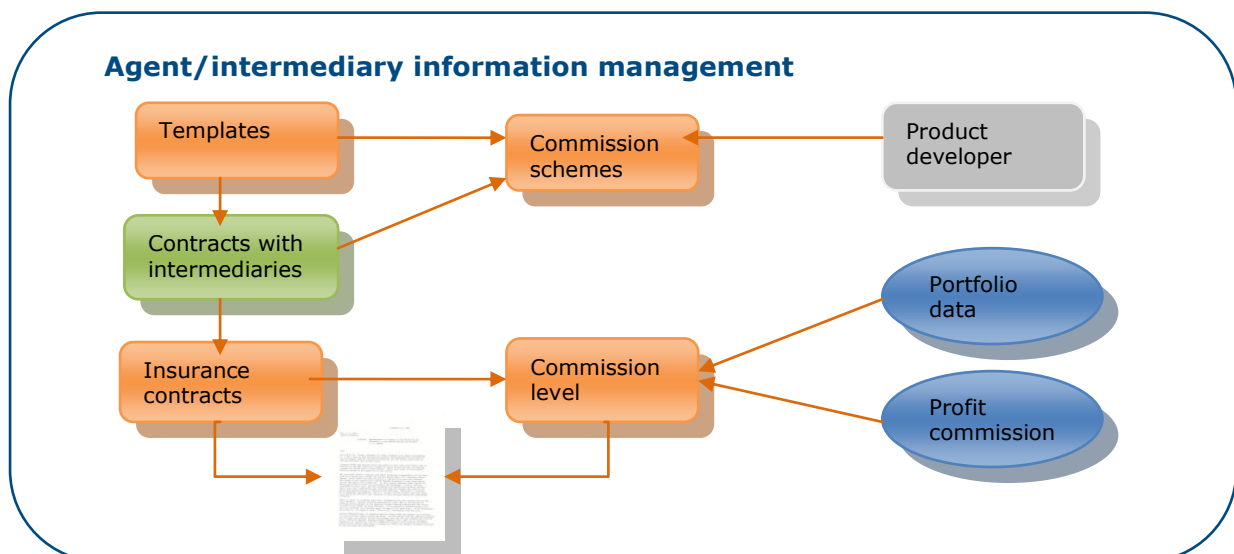
Management of the Insurance Contract

This functional area of DIS covers all activities during the life cycle of the insurance contract and includes following functions:

- Entering of proposal (quotation) for prospective insurance agreement;
- Generation of unique policy ID;
- Assign the intermediary (department);
- Printing of policy documents;
- Attached documents;
- Registration/approval of the insurance contract;
- Changing status of used blanks;
- Attaching of additional contract documents;
- Changes of the insurance contract;

- Registration of premium payment;
- Premium payment/debt control;
- Policy renewal;
- Termination of the insurance contract;
- Reminders (renewal, premium, cancelation);
- Suspension/renewal of insurance coverage under the insurance contract;
- Lists of policies according to the different filter parameters;
- Export of policy list to Excel file.

Some of the functions can be done as an automated tasks, i.e. selected operation is performed for all insurance contracts, or for certain selection (e.g. termination of the contracts, notices of premium payment, contract expiration, etc.).
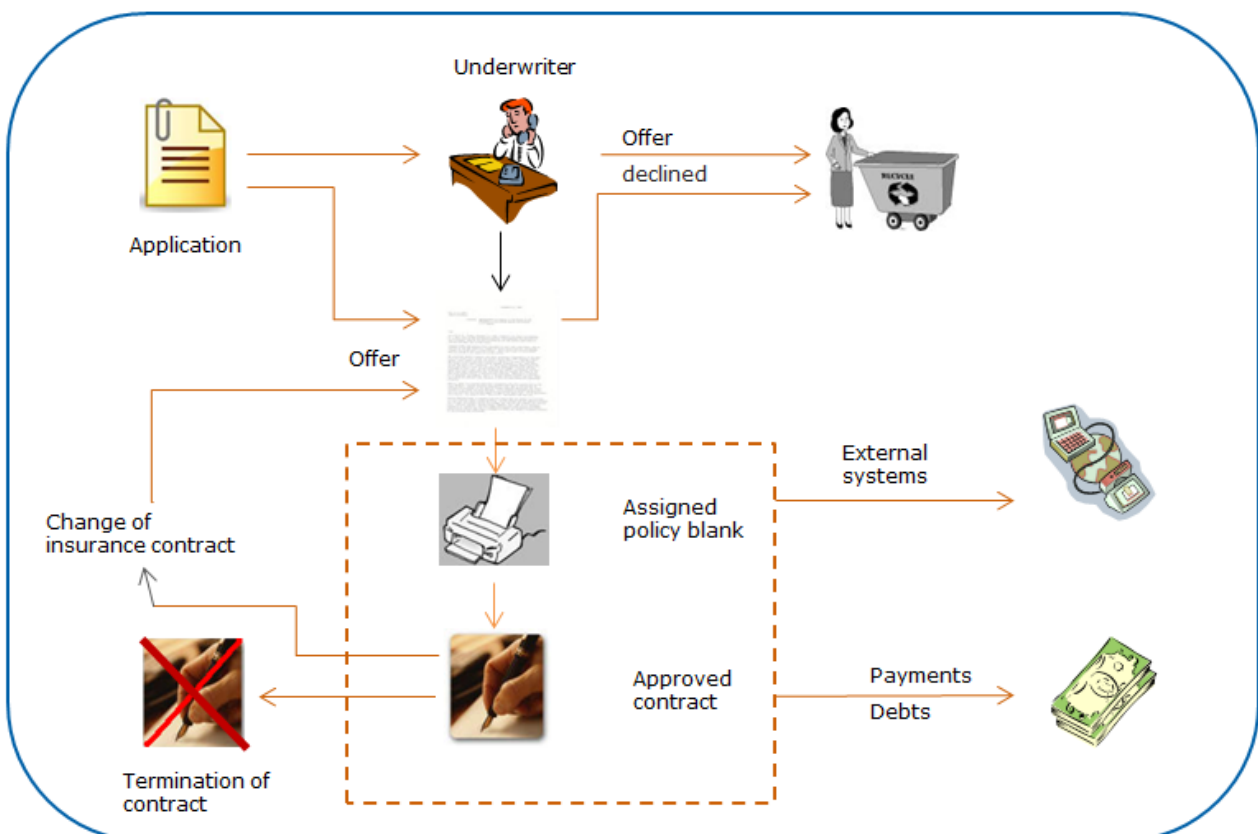
WEB Solution for Sales Offices (DIS Sales)

DIS Sales solution is specifically designed for the insurer's sales network. It covers main front office activities for all insurance products, defined in DIS:

- Entering the proposal (quotation) for the insurance contract;
- Administration of the insurance contract: registration, termination, change, renewal;
- Client data management;
- Premium payment registration;

- List of the policies according to the different filter parameters;
- Administration of the policy forms;
- Review of commission;
- Information for sales network: insurance terms and conditions, instructions, news.

Example of DIS Sales policy list and filter screen in standard Web browser:

DIS Sales policy data input form:

Client Self Service Solutions

An internet solution for the client self-services is an easy way to provide more services to the client. This saves time and money of the company as well as the client.

A client self-service solution contains:

- On line policy sale;

- Claim notifications;

- Special services for registered clients: possibility to review contracts and status of claims, online premium payment, management of personal data.

All functions can be implemented separately.

Insurance products, printing forms, claim notifications forms are designed individually for each insurance company. Design is adapted to the company website design elements. Full integration with core systems.

Example Client Self Service web page:

Claim Handling Subsystem

Claims Handling Subsystem allows:

- to register claim, enter data;

- to define/adjust outstanding claim reserve;

- to manage claim settlement expenses;

- to register payment of indemnity;

- claim document registration and management;

- to manage regress, analyse regress flow;

- to create statistical reports on claims.

- to create the necessary claims forms and documents as well the data input forms during product design process;

- asses reinsurers participation in claim;

- exchange of information with the company's financial system.

Claims process is associated with the product and shall be described during the development of the product.

Claim Handling Process
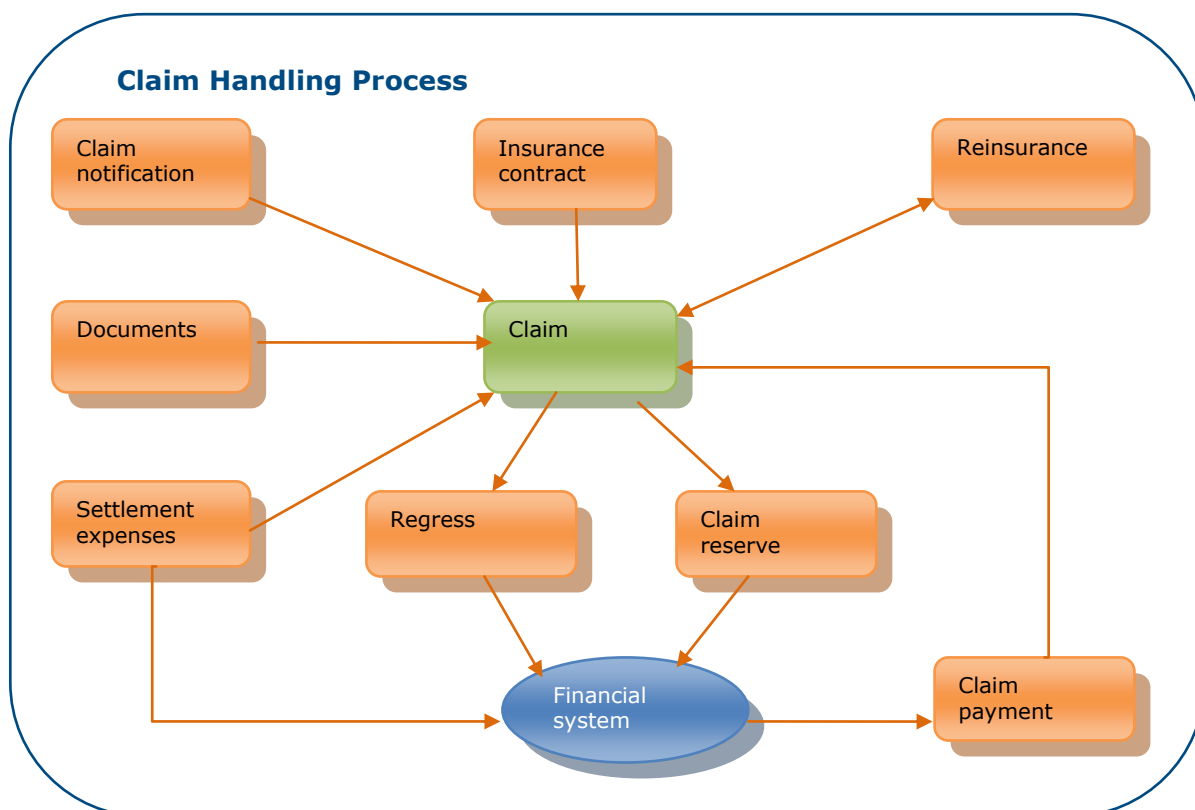
Reinsurance

Reinsurance management subsystem covers following functions of DIS:

- possibility to manage all types of reinsurance contracts (treaty/facultative);

- generation of bordereau (written premiums/ losses, technical provisions) for each reinsurer;

- calculation of reinsurance commission;

- calculation of reinsurer's share in risks, premiums written/paid, claims paid/outstanding, claims settlement expenses, insurance provisions etc.

Interface with the Financial System

Specific DIS module is created for integration with the external financial system:

- export of information on the insurance contracts (created and cancelled);

- export of information on customers;

- export of information on premium earned;

- export of information on payable commission;

- export information on claims;

- get information about premium paid;

- get information on claims paid.

Strict Accountancy Blanks Management

- Definition of blank types and possible statuses;

- Initial registration of the blanks received from the external sources;

- Automatic numbering of blanks;

- Automatic and/or manual change of the blank status;

- Registration of movement of the blanks;

- Analysis of balance of the blanks for selected party (agent, intermediary, sales office).

Technical provisions. Statistical Data

DIS provides the insurance company with a wide range of data and statistical facts (written premiums, earned premiums, UPW, commission, paid benefits, RBNR, RBNS, etc.) and a variety of information necessary for the analysis of various business processes and enables to create necessary report templates.

Information can be presented in different sections: in accordance with the product, department, for a given period.

Different data can be selected for further analysis by using different filters during the work with different modules of the DIS. This information could be exported to an Excel file for further processing by pressing a single button.

DIS system allows users to create their own functions (scripts) for the calculation of various indicators.

Reporting. Data warehouse

DIS has a built-in report creating tool.

Lots of data can be easily exported from the System for further processing and creating of necessary report.

DIS has integrated Data Warehouse, which allows to use the external report generator (Web Focus, Brio, Crystal Reports, etc.), Business Intelligence Tools.

System administration

- System settings;
- Administration of users and their access rights;
- Administration of company structure description;
- User action logs;

- User activity summaries;
- Management of printing templates;
- Translation of DIS labels and messages into another (any) language.

Authorization of the users allows limit information available as well as possible operations for a certain user.

Contacts

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