Power self-service and please your customers

accenture
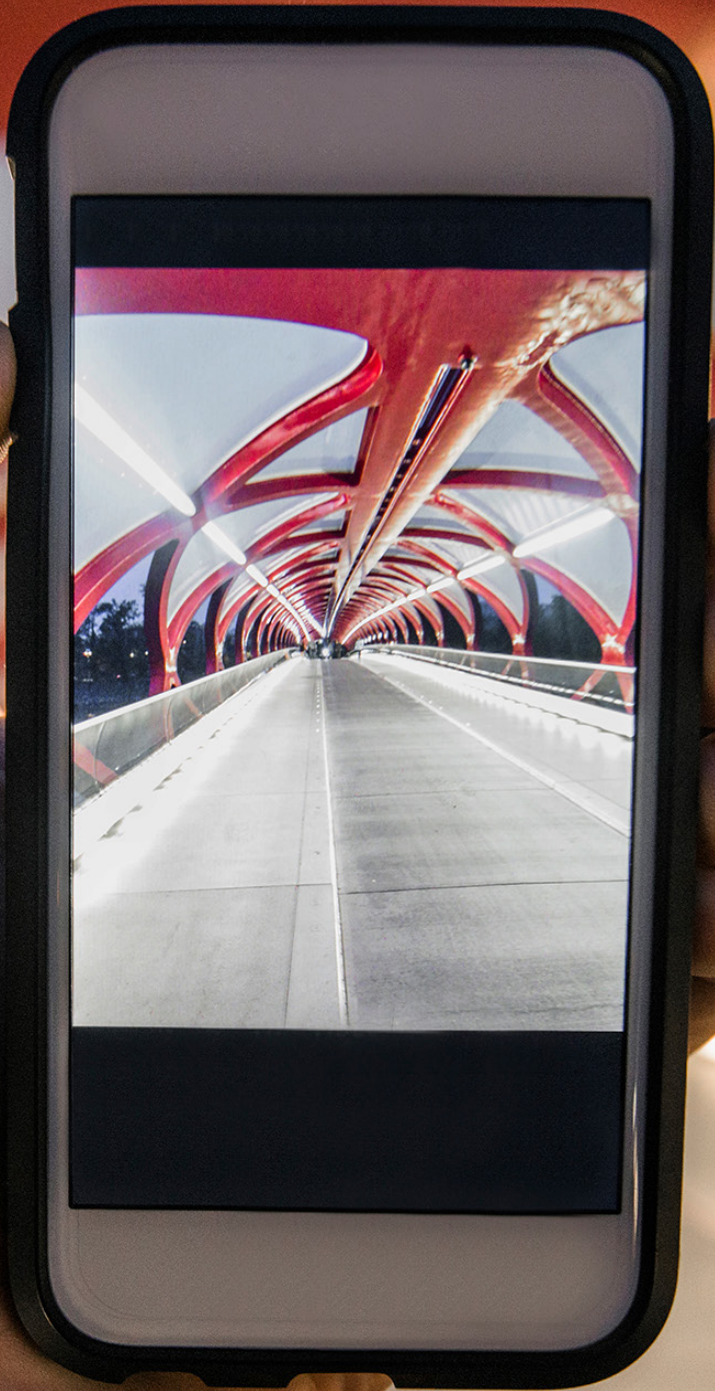
ALIP Portal

Provide simplicity with self-service

From channel management to customer relationship management, ALIP Portal is integral to a successful digital insurance strategy.
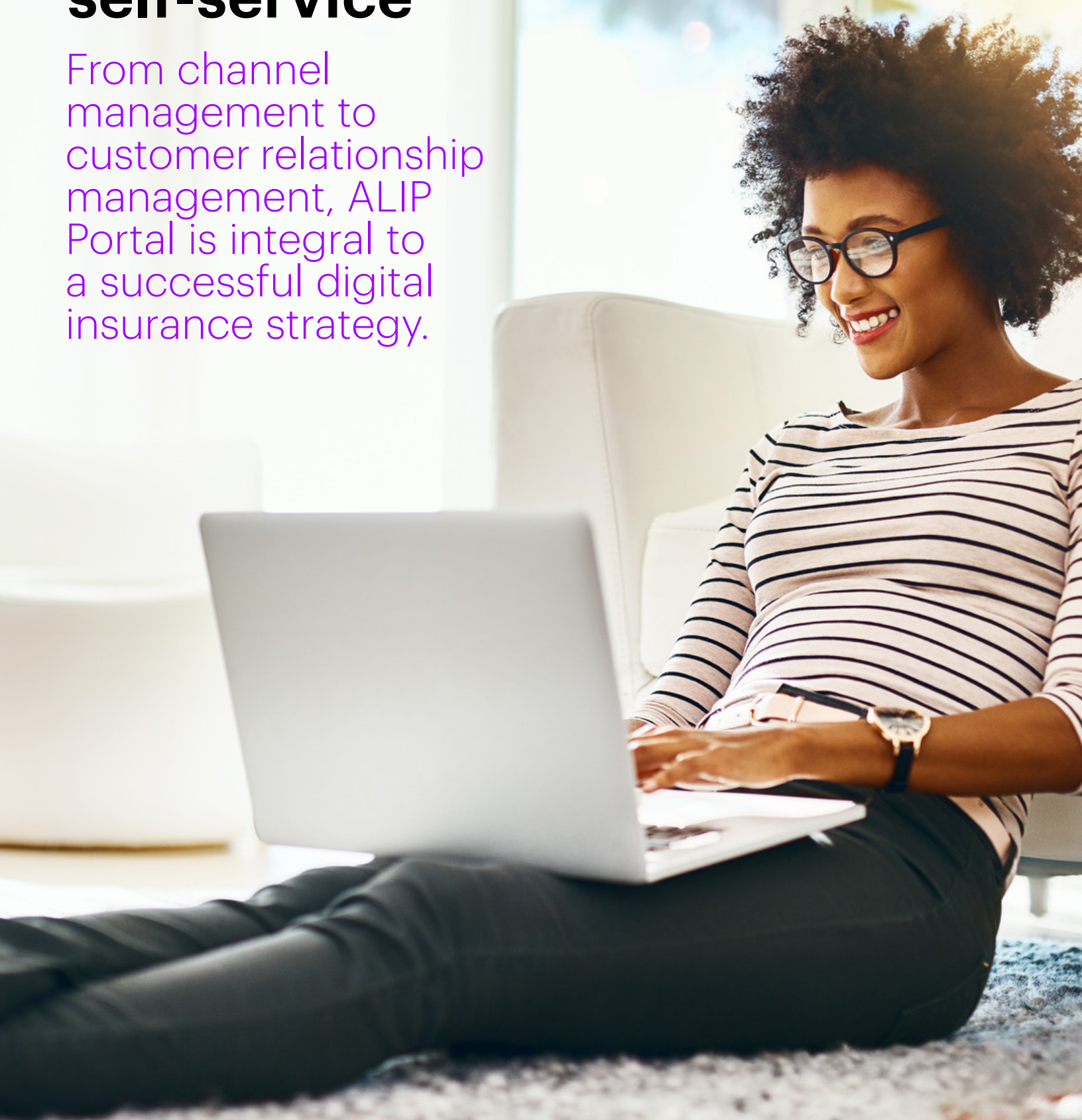
ALIP Portal

Out-of-the-box digital self-service for life insurance and annuity carriers.

Give your policyholders and agents real-time information and self-servicing capabilities that today's digital lifestyles demand.

Whether you're already using the Accenture Life Insurance & Annuity Platform (ALIP) or considering a platform modernization, ALIP Portal extends your digital strategy. With its device-agnostic technology and modern user interface, agents and policyholders can access information 24/7 and conduct business with easy-to-use self-servicing capabilities. You'll deliver a consistent user experience across distribution channels, products and devices.

Meet rising customer expectations cost-effectively
Put your customers in the driver's seat with the ability to update information anytime, anywhere, on any device—all while optimizing call center capacity and reducing costs.
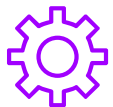
Attract new business and build a loyal client base
Deliver digital capabilities that engage consumers and deliver insights to help agents connect with them on a deeper level.

Launch your portal today!
Leverage a comprehensive out-of-the-box solution with ACORD-based interfaces and a sophisticated integration workbench.

Integrate one portal for all your policies
Give agents and policyholders a 360-degree view of their policies from a single portal—regardless of the platform on which the policy resides.

Deploy easily
Unlike other portals, our portal is pre-integrated with ALIP and integrates easily with other third-party administration systems through ALIP's growing library of pretested interfaces. Its modern architecture uses standardized security protocols, including SSO and OAuth2, to leverage your enterprise security infrastructure, and its "mobile-first" responsive design delivers "one and done" changes across all devices.

Adapt flexibly
The ALIP Portal puts you in control with flexible capabilities that can be configured to your requirements using easy-to-define rules and templates. You can offer capabilities based on product, channel and other variables. Then as needs change, you can readily adapt by extending capabilities to accommodate an increasingly savvy customer base.

Co-exist seamlessly
Even if you already have a portal, you can benefit from ALIP Portal's interfaces and APIs available in ALIP's Interface Exchange. This growing library of pretested integrations helps you to quickly extend your portal ecosystem to internal and external systems. We build and maintain all interfaces and APIs so you don't have to, using standardized development tools and data formats. ALIP Portal also uses a true MVC web development architecture and design that makes it easy for you to incorporate ALIP Portal components into an existing portal.

Decreasing service costs, increasing business and driving customer loyalty.

ALIP Portal for agents

Anticipate and deliver information agents want with the flexibility and configurability you need to adapt to market dynamics. You'll boost productivity and optimize agent time with customers, while streamlining and simplifying business processes, including:

- View customer information
- View in force contracts
- Stay on top of license and appointment status to avoid "just-in-time" approval processing
- Receive tasks and follow ups to keep business flowing
- Independently manage in force book of business
- Enter transactions on behalf of customers (subject to customer approval)
- Track commissions paid versus those earned, including reversals
- Track progress of submitted applications, including underwriting status and decisions

Know your book of business at a glance:

ALIP Portal for consumers

Boost customer loyalty and advocacy by providing consumers with the self-servicing capabilities they demand including enhanced communications with optional videos. You'll on-board customers quickly and easily, reducing service-related operational costs. With ALIP Portal, policyholders can update financial and non-financial policy information when and where they choose, including:

- View policy information 24/7
- Review policy investments
- Initiate transactions (both non-financial and financial) on a policy
- Download forms
- Contact an agent
- Update personal information
- Learn about relevant new products

Intuitive design for the way digitally savvy consumers conduct business online:

ALIP Portal applies standardized API technologies including:

- REST translation of ACORD industry standards
- Eclipse-based ALIP Integration Workbench
- ALIP integration gateway supports REST and JSON
- Configurable mediation layer that aggregates ALIP services
- API documentation via Swagger

When tech meets human ingenuity

The powerful combination of Accenture's **people, processes** and **services** has positioned ALIP as an industry leading policy administration and new business platform.

Our expertise and optional programs drive new levels of return on investment that further differentiate ALIP from any of its competitors.

Base First development

Benefit from ALIP's product development program that directs all Accenture and relevant client configuration and enhancements back into the base platform—continually expanding the number of product templates and client tested functionality and best practices.
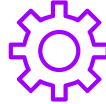
Continuous Upgrade

Remain current with predictability at a fraction of the cost of traditional "big bang" upgrades. Maintain your investment by ensuring access to our ever-growing library of product templates, configuration and overall enhancements.

Client Advisory Board (CAB)

Join this active community of client executives that help guide product development and serve common interests. You'll have an opportunity to engage your industry peers and discuss trends, best practices and lessons learned, then transform your ideas into product enhancements.

ALIP University training

Become self-sufficient with training through a variety of courses that address skill levels from novice to advanced. Each course is designed to help you gain greater value from your ALIP investment.

Expert delivery experience and insurance expertise

Gain peace of mind knowing that ALIP's delivery team has more than 2,000 combined years' experience and a proven track record of on-time and on-budget project management. And with Accenture's global scale and scope, your project will get efficient and effective round-the-clock delivery and testing.

Migration expertise

Get more value from your legacy data. ALIP's dedicated migration team applies industry-leading practices and robust tool sets to migrate your data accurately. Along the migration path, they validate and verify data using automated encryption/decryption, summary balancing reports and more.

Testing Center of Excellence (CoE)

Improve quality and efficiency while reducing risk. Our testing CoE applies best practices and standardized tools to ensure that new features and enhancements are backward and forward compatible with the latest release of ALIP. The CoE continues to deliver standardized tools and capabilities that enhance quality and speed to market, including ALIP's Product Testing Workbench and Product Value Debugger along with industry-standard Cucumber and Protractor automation tools with a custom framework and JIRA repository for traceability and issue and requirements tracking.

Integration Center of Excellence (CoE)

Speed integration. Our integration CoE maintains all integrations, interfaces and APIs built for ALIP and ensures they're tested and ready to use out of the box and in your environment. Integrations are made available to all clients within ALIP's Interface Exchange. The CoE continues to advance its integration best practices and add capabilities including ALIP's Integration Workbench that lets you build and test your own interfaces in real time and adapt quickly to the expanding insurance ecosystem.

Contact us

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About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. Combining unmatched experience and specialized skills across more than 40 industries, we offer Strategy and Consulting, Interactive, Technology and Operations services—all powered by the world's largest network of Advanced Technology and Intelligent Operations centers. Our 500,000+ people deliver on the promise of technology and human ingenuity every day, serving clients in more than 120 countries. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at www.accenture.com

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