Delivering digital experiences & personalized support for your customers

VIDEO TRANSCRIPT

Thanks for exploring the Accenture Life Insurance & Annuity Platform or ALIP.

We'll show how ALIP's digital capabilities help insurers provide enhanced customer service and data-driven, personalized support.

Let's get started …

How well do you know your customers?

Whatever your answer, ALIP will help you get to know them even better.

That's because ALIP has a robust library of integrated digital solutions to help you understand your customers more deeply and communicate with them in more personal, relevant and engaging ways.

You'll learn about consumer and agent portals, personalized video communications, advanced analytics tools, and co-browsing capabilities.

So, get ready to delight your customers…

Beginning with portals. Your agents gain easy access to customers' applications and policies, and can see their own commissions and tasks right up-front, on the portal's welcome page.

Clicking through, your agents experience how simple it is to complete an application, thanks to the easily-configurable workflow….

They can add product information, including a real-time premium quote ... and then capture payment information, eSignature and more.

After the application is submitted and approved, you can simplify the onboarding process by sending an engaging, personalized video that explains how your customers can benefit from their Consumer Portal.

For example, customers can easily update their personal information, get a quote, or contact their agent when it suits them.

They can also view information like fund balances and policy values...
...and initiate policy events, such as a funds transfer based on inputs and expected results.

Live support is always just a click away through chat or real-time screen-sharing with ALIP's Co-browser.

Finally, Accenture Life & Annuity Analytics provides a suite of powerful insights across five industry domains that can help drive better outcomes for your business.

One quick example from the New Business and Underwriting dashboard shows how you can view new business timing across all stages of the process...

...as well as more specific timings relating to underwriting requirements.

Contact us to learn how you can accelerate your digital business with ALIP.