

Insurance Accelerator



The difference between great and poor customer service has always been clear, and businesses on the wrong end of this spectrum usually pay a price. This is as true for insurance companies as it is for any other customer-facing business. The insurance industry is facing enormous pressures. Customer expectations are rising; regulation is increasing; and digital transformation is fundamentally changing how insurers operate.

For insurers, digital transformation provides both an opportunity and a threat. It shakes up existing business models and opens the door to increased competition, yet promises greater efficiency and stronger customer relationships. To succeed, insurers need to focus on the digital customer experience, and ensure that they build long term relationships with consumers through meaningful conversations built on empathy, speed and innovation.

Altron Karabina has developed a solution that enables insurance companies to not only compete, but stand out as a leading insurance provider.

The Altron Karabina Insurance Accelerator

Altron Karabina's Insurance Accelerator for Dynamics 365 CE helps insurance companies transform how they engage with customers across all channels and at every touchpoint. It helps insurers view their customer data and provide a seamless customer interface across all communication channels.

The accelerator will enable you to:



Unlock new revenue streams



Reduce costs



Increase productivity



Improve customer experience

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Utilising the latest Microsoft technologies and tapping into Altron Karabina's leading customer, digital and analytics capabilities, this accelerator assists with:

- Providing a single view of the customer
- Policy and claims management
- Distribution network management
- Providing a single view of brokers
- Broker quality management
- Sales journey planning

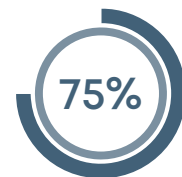
Our customers have seen the following results:



30% faster to generate quotes



Increase lead conversion rate by 20%



Claims handling time reduced by up to 75%



80% of required functionality is standard in Altron Karabina's solution



Cost reduction per claim handling



Time to market and ease of use

About Altron Karabina

Altron Karabina is a 17-year-old business focused on delivering quality customer engagement, data management and analytics solutions. We're specialised in Microsoft solutions and are 8 times Microsoft CRM Partner of the Year Award winners and 13 times Data and Analytics Partner of the Year Award winners.

We adapt quickly to your requirements and have developed our own agile approach to prove quick time-to-value for our customers, thereby allowing them to make quicker and more accurate data-driven decisions.