



## Customer Self Service Portal to Enable Multiple Entry Points and Single Order Policy Information View for a Leading Western P&C Carrier

### Results

- Using the new portal system the customer gets a single point of view on the account
- Integrated customers details repository with the policy admin system and avoided duplication
- Provided an easy interface for the administrator to add/update contents of the website

### Business Situation

- This west coast based carrier desired to enable its customers to have single point of view for their account and integrated this portal based solution with multiple backend systems.
- Client also sought to utilize modern technology to enable easy maintenance and up-keep of the website
- The client sought to integrate the multiple entry points to interact with the customers and provide a better richer experience

### Challenge

- The goal was to provide Self-Serve capabilities in order to view policy and billing information, make online payment, report a claim, view claim status, address endorsements
- Client sought to provide a secure channel for customers to access their data
- To integrate the web based solution with Policy Admin database and the document repository

### Solution

- Solution was modeled on a multi-tier architecture, with portlets forming the presentation layer and web services forming the core of the business logic
- Changed the navigation to make functionality accessible much faster for the customer
- Built a portal based solution integrating the multiple backend systems ( policy admin, billing, payment processing, credit card transactions)
- Proposed key technology components n finalizing their conceptual architecture

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## About ValueMomentum

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ValueMomentum provides Software & Services to Insurance, Healthcare & Financial Services firms.

Our Software is offered as part of our Foundry family of products that addresses Product Configuration, Rating, Underwriting and Agent Portal. Our Services offerings include Application Development & Systems Integration, Enterprise Content Management, Quality Assurance & Testing, Information Management & Business Intelligence and Customer Relationship Management.

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## Industry Recognition

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Honoring organizations using IT for maximizing business impact



Recognized by Tech Decisions & Novarica as Winner of 2012 RAVE Award based on high scores achieved in Novarica's Average Customer Experience (ACE) Rankings and in an Insurance Networking News and Financial Insights (an IDC Company) survey as "Up & Coming" and "Adds Best Value".

Ranked 24th in Deloitte Technology Fast 50 India, 225th in Fast 500 APAC.; Information Week EDGE Award for "Product Design & Rating"



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