

Tia Solutions Overview

Tia Product Landscape

On premise or as a service

The Tia solutions can be on premise installations or provided as a service.

Tia-as-a-Service provides a full cloud setup for all Tia solutions, helping insurers to:

- Predict IT costs more easily and accurately
- Reduce operational costs and risks
- Increase operational efficiency
- Scale more easily and efficiently
- Keep pace with compliance and innovation

The Tia Solutions are built to meet the ever-changing needs of insurers who want to bundle and market services for more efficient customer engagement; providing standardisation and automation and access to machine learning and AI, IoT, and REST APIs. The Tia product landscape consists of three different types of solutions:

Tia Enterprise Solutions:

Core applications that contain and manage data, processes and analytics. These solutions are based on mature Oracle technology.

Tia Business Solutions:

These are solutions that make life easier for business users who need to develop new insurance products or perform other business-related configuration tasks. The solutions are usually implemented as microservices.

Tia Digital Solutions:

These are portals and similar intended for end-user like insurance customers or insurance agents. They are usually written in modern portal technology.

The three solution types are support by the add-on solutions:

Additions:

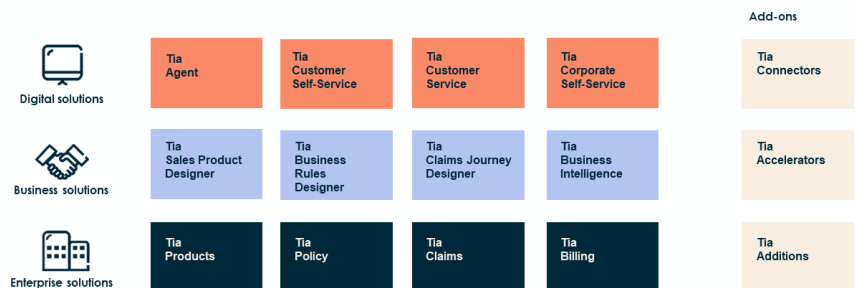
Additions are elements that extent the functionality for a Tia Solution. The elements will have their own release cycle and serve a specific purpose e.g. Tia Reinsurance and Tia additions for L&P .

Connectors:

Tia Solutions are part of a greater eco-system of solutions that ensures data flows easily between system. Connector are often integration for local registers or external solution like WillisTowerWatson Radar Live.

Accelerators:

These are designed to optimize the Tia investment by supporting smarter operations and increased efficiently e.g. Tia Test Framework or Tia Batch Robot.



The Tia Solutions

Tia Digital Solutions

Tia Digital Solutions are built using a user-design approach, so each Digital Solution is designed for a specific persona, for example an insurance sales agent, and the UI/UX is optimized for the common tasks that this persona needs to perform. Exempels of our digital solutions are:

Tia Customer Self-Service

A complete, end-to-end frontend framework that supports filing claims, buying products, changing existing policies and customer data. The front-end is easily adaptable to your own brand platform and the sales flow can be implemented directly to your website, or a framework can be provided if you want to design your own front-end.

Tia Agent

An intuitive front-end developed as a sales channel for agents, brokers and partners. Products are configured and instantly rendered in the platform and a multi-user login system controls which users have access to which products. Functionalities include quoting, product packaging, customer creation, new policy creation and third-party data integration, and the sales flow is fully customizable.

Tia Corporate Self-service

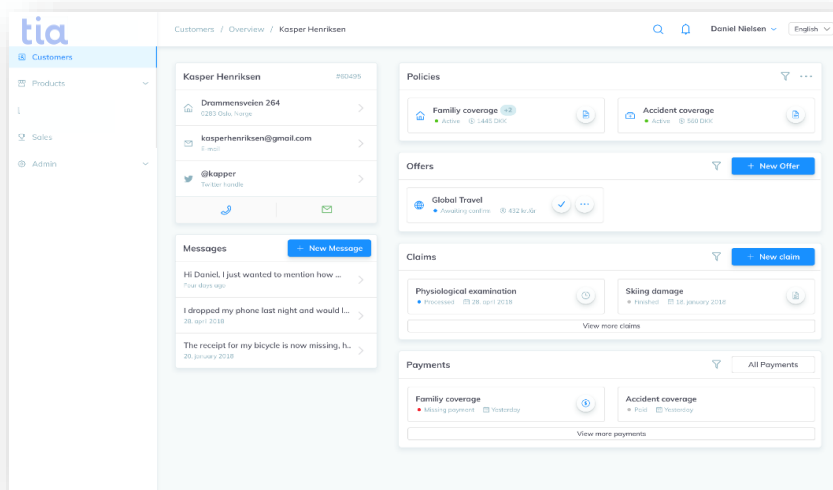
Use Tia Corporate Self-Service for efficient management of groups schemes. The solution is a self-service portal that grants control of large corporate controlled insurances i.e. HR controlling corporate insurance or fleet manager managing large portfolio of insured objects.

Tia Customer Service

Optimized portal for 'Customer Service Representative'. We've analyzed the core tasks that customer service employees perform and built that knowledge into a one-screen solution which offers new and improved customer overviews and flows. That way customer-facing employees can do more in less time, because they know more about the person at the other end of the line.

Why Tia Digital Front-Ends?

- Strong back-end/front-end collaboration
- Flexible system that leverages Tia Enterprise open architecture
- Tia maintains integrations, ensuring compatibility between releases
- The widgets based architecture makes it easy to embed insurance capabilities in other systems and to push out changes to multiple systems in a single go



Screenshot of Tia Agent portal

Contact us

Find out more about how Tia Digital Solutions can sharpen your competitive edge.

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Tia Business Solutions

The Business Solutions make life easier for business users who need to develop new insurance products or perform other business-related configuration tasks or reporting.

Tia Sales Product Designer

The Tia Sales Product Designer makes it faster and easier to create targeted products and distribute them through multiple customer channels. It empowers sales and marketing to create their own targeted products independent of IT, back office or the product organization. This greatly enhances time to market with new offerings, and a product that traditionally takes three months to hit the market can now be defined, tested and released on a day-to-day basis.

Tia Business Rules Designer

Designed specifically for business development departments, the Tia Business Rules Designer reacts automatically to business events in the transactional solutions, for example in Tia Enterprise. Its extreme flexibility makes it quick and easy to change decision criteria and alter parameters. The easy integration pattern makes it easy to connect systems and increase the workflow automation.

Tia Claims Journey Designer

Business developers can, via a friendly and flexible user interface, optimize the claims journey and configure their own customer self-service journey with Tia Claims Journey Designer. The solution comes pre-configured with a number of 3rd party data providers and runs outside Tia Enterprise. This provides faster time to market with a greater end user satisfaction from a speedier, more efficient claims process.

Tia Business Intelligence

Tia Business Intelligence transforms the data within your current Tia solutions into actionable insights so you can enhance performance across your insurance business. The solution includes a library with over 200 KPIs and the though the user-friendly data model insights are made easily accessible. It also provides the required data to support regulatory reporting needs, such as Solvency II.

A screenshot of Tia Business Rules Designer below:



Rely on Tia Business Solutions to optimize your business

- Faster, easier product configuration with limited dependencies on IT
- Improved operational efficiency –by reusing products across channels and making portfolio management easier
- Quick response to market changes via business user empowerment
- Optimized customer service via instant real life testing.
- Automation of processes via configured if-then patterns.
- Deep business insight
- Security and scalability with cloud
- Out of the box connected with Tia Enterprise.

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Tia Enterprise Solutions

In a segmented landscape Tia Enterprise Solutions provide a base for controlling data in all channels. As an example, data protection regulations need to be adhered to when building out your eco systems and supporting taking new initiatives to market in different channels. The functional aspects of controlling data are then taken care of by the Enterprise platform – enabling innovation in other channels without having to be concerned of breaching personal data protection laws or stiffening time to market. This stable platform consist of:

Tia Product

All products and corresponding data are stored in one place, ensuring they are available for all other components of the TIA solutions at any time. All configuration and validation rules/algorithms are kept in consistent versions for each product. Flexible tariff structures allow configuration of any kind of rating parameters and parameter combinations. Tia Products also supports easy promotion of product changes to the market..

Tia Policy

With Tia Policy, you can create and amend policies fast, improving the efficiency and overall insurance experience of both self-service and calling customers. Tia Policy is a set of modern, flexible insurance quotation and policy administration tools that support the entire policy lifecycle for personal, commercial, and workers' compensation insurance. It enables comprehensive administration of insurance policies, including quoting, automated underwriting, binding, out-of-sequence processing and flexible renewal rules

Tia Claims

TIA Claims controls internal and external claims handling processes. A customer-centric and information-driven structure enables automation when handling claims. Dynamic re-evaluation and automatic processing of claims is also possible using Tia Intelligent Processing functionality. Tia Claims empowers a smooth, user-friendly digital experience for your self-service customers, while improving efficiency for claims handlers so they can provide faster, more personal service to call-in customers.

Tia Billing

Tia Billing is a comprehensive accounts payable and receivable functionality fully integrated with the other modules within Tia Enterprise. Tia Billing ensures that all cash flow between the company and any customer or party is centralized, thereby providing a total overview of financial interactions. The functionality interfaces easily with any general ledger system through the general ledger interface

Efficiency and service with Tia enterprise

- Efficient customer service
- High performance
- Designed to support integration and customer self-service
- 360 customer overview

Open architecture

- Supported with modern integration patterns with REST and SOAP APIs plus webhooks
- Well defined business events
- Dedicated integration modules for high-volume integrations
- Pre-connected to various third party solutions and registers
- Tia Add-on for additional business requirements e.g. Reinsurance and savings accounts

Contact us

Find out more about how Tia Enterprise Solutions can help stream-lining your business.

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