

Ageas
#DigitalSuccess Stories

Agile and dynamic remote team for developing, managing end to end digital ecosystem with customer and vendor management portal



Ageas Insurance, an internationally renowned insurance group with a history of more than 190 years joined hands with INT to provide a 360-degree digital transformation of their internal operational platform as well as enable superior broker and customer experience with the direct, broker, and partner channels.

A dedicated team of INTians has been supporting the team in UK with digital needs for more than a decade.

## **Client Speaks**



Malcolm McLean

CTO, Ageas Insurance

From our point of view, you obviously helped us create value. When we started out with a product which barely worked and now we have actually have a mature product used by thousands of users at hundreds of sites.

**Review Link:** https://www.youtube.com/watch?v=u9C-P7xvndo

#### **About The Client**

### **Industry**

Life and General Insurance

Provider

#### Headquarters

Brussels, Belgium

#### Website

https://www.ageas.com/

Ageas Insurance is an award-winning and most trusted insurance provider in the European market with a focus on customer-friendly insurance policies. This insurance giant specializes in general health and life insurance policies, while also offering travel and other kinds of policies.

Ageas is located in 13 countries and has a strong presence in Belgium, the United Kingdom, India, China, and other countries. The company has made significant efforts to integrate cutting-edge technology while providing the best in insurance solutions to customers.

# The Problem Statement

Ageas Insurance partnered with INT. to build a core insurance management platform that was scalable and could easily integrate with partners, agent, and customers apps. The idea was to build an superior experience in their customer journey on the platform with automated workflow, self-service capabilities, transaction, and data security.

They wanted to have a strong technology team to manage their core tech requirements and create a strong ecosystem for customers and agents interactions.

Furthermore, Ageas wanted to update its core system by eliminating redundant platforms and processes by integrating flexible platforms. They wanted an automated policy management platform with policy administration, policy management, claim management, and channel management feature in web and mobile platform.

#### **Business Solution**

## **Technology Stack**

Backend - Central payment

systems

Frontend - Payment gateway

Responsive Portal - PHP

Database - MySQL

3D security verification with

PCI-DSS compliance

A fully customized and integrated ecosystem was designed for managing the complete user journey.

This technological backbone enabled:

- Quote Creation
- Premium calculation
- Policy portfolio Generation
- Customer Information Management
- Rating Engine & more
- Client Onboarding
- Customer Helpdesk

INT integrated features that allowed tracking of all premium payments, reimbursements, balance sheets, and sales commissions. By bringing in a seamlessly integrated flexible platform, Indus Net Technologies eliminated redundant platforms and processes.

#### **Business Solution**

In order to transform the Ageas insurance business truly digital, INT. designed a connected platform for agents, brokers, and other channel partners so that they can have better control over their clients' data.

INT developed an ancillary responsive B2B platform that helps agents, brokers, and insurance agencies to manage customer accounts automatically, provide customer support via an in-built app, direct login to customer and policy portfolio and advanced built-in rate matrix for risk assessment.

It had end to end Management of mid-term managements (MTAs) management, inbuilt document management systems (DMS)

DMS, relationship management platform and more. It allowed users to purchase policies quickly and seamlessly with 3D security verification for card payment system which is PCI-DSS compliant.

## The Impact

A dedicated Remote Team became the technology wing for this growing insurance provider. A team which was just not limited to the following skills

- Backend & Front End Developers
- Testers
- UX Researchers
- Project Managers
- Business Analysts
- Q&A Experts
- UI Designers
- Research Analysts

## The Impact

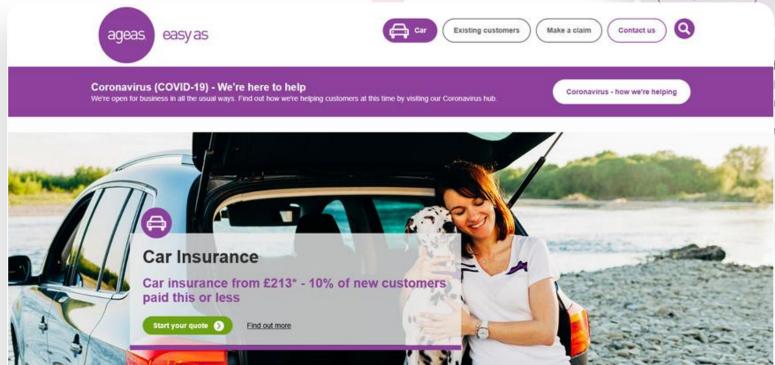
- Better affordability for the cost of ownership and implementation costs
- Improved time to market and operational efficiency
- Enhanced accuracy, consistency and timeliness of insurance decisions
- This holistic platform not only helped Ageas Insurance with their rebranding efforts but has also created opportunity for targeted marketing. Also it enabled ability to respond quickly to opportunities, changes and threats
- Became partners for continuous improvement by building growth tools for Ageas' partners and distributors such as Tesco, John Lewis and others.

## A Glimpse of Our Work

## Ageas supports fund for those affected by Covid-19

Ageas has made a contribution to help vulnerable people and charities affected by the Covid-19 pandemic. The Covid-19 Support Fund was announced by the UK insurance and long-term savings industry.

Read press release



#### Read press release

inflation in the first quarter.

results

#### Is over to Ant eas UK

UK, Andy Watson has his role as CEO at the rk on the next stage of

## Ageas supports ABI call for

extended travel cover

Ageas reports first quarter 2020

UK net result reflects the impact of storms Ciara

commercial lines of business. Excluding this, the

COR was 98.7%, mainly due to continuing claims

and Dennis across the home, motor and

Ageas welcomes the Government's action to repatriate UK citizens who are currently unable to return home.

Read statement



INDIA | UK | USA | AUSTRALIA | SINGAPORE

22+ 750+
Years Professionals

11k+ 6m+
Projects Hours

We are a full-cycle product engineering company, helping some of the fastest growing enterprises, start-ups and agencies across 20+ countries. With our unique approach and expertise in product thinking, we've been successfully delivering innovative software solutions and engineering excellence to our customers for over two decades.