



# REDUCTION IN THE TIME TAKEN IN POLICY PROCESSING FROM 4-5 DAYS TO INSTANTLY



## CLIENT BACKGROUND

The client is a leading Indian health insurance firm established in July 2012. The company is headquartered in Gurgaon, Haryana and operates out of 146 offices across India with 6000+ employees. The company currently offers products in the retail segment for Health Insurance, Critical Illness, Personal Accident, Top-up Coverage, International Travel Insurance and Maternity along with Group Health Insurance and Group Personal Accident Insurance for corporates.

## PROBLEM STATEMENT

The client used to fill all agent details manually which was a tedious and time-consuming task. To reduce the turnaround time, the client wanted to achieve end-to-end digitization for agent channels.

## CHALLENGES

1. Manual filling in the details in the system used to take a lot of time as the forms used to go to the central teams and then the policy was issued
2. The whole process used to take 4-5 days
3. When agents used to go to the customers for issuing policy, the agent can directly fill in all the details in the laptop, tablet, system, etc. that he has been carrying and punch the policy in front of the customer.
- 4 In this case, the policy is issued to the customer instantly after the illustrations has been generated and approved.

## TECH STACK

1. Services are in Java, front end in Angular JS
2. Microservices architecture (performance increased), using plain APIs for backend

## OUR APPROACH

1. Monocept revamped the entire application which was a major revenue generator for the company
2. We implemented a micro services architecture for the product wherein the performance of the system increased substantially

**TO KNOW MORE DETAILS ABOUT THE  
PROJECT, TALK TO OUR EXPERTS**

GET IN TOUCH  
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