



CGI & Netcall

Delivering improved Customer Experience (CX) through a powerful suite of customised apps.

CGI and Netcall, a customer experience software specialist, are working together to solve client challenges, flexing the power of low code to deliver rapid business change.

With the pandemic reverberating across the globe, every sector is adapting to customers clamouring for value and relevance. Squeezed by competition and uncertain investment returns, the insurance market is responding by doubling down on digitisation. Leaders choosing smart toolsets for agile, flexible and repeatable delivery of cashless, self-serve solutions at speed. Whether you are re-engineering distribution, acquisition or how you service claims, it's time to flex the joint power of Netcall and CGI...and low-code.

CGI and Netcall are in many ways a perfect duo. Combining the speed, flexibility and agility of the "Liberty Create low-code platform" provided by Netcall with the unrivalled skill, governance, industry expertise and delivery CGI has become so well known for means all bases are covered. CGI meet you where you are, delivering projects on-time, on-budget and contributing when and where you need us.

Our Insurance Launchpad includes applications designed to address the process gaps impeding great CX. Need an app to quickly settle low value claims? Want to automate, integrate, validate? With Insurance Launchpad, you can design, build, operate and adapt faster and easier; and because every insurance process is slightly different, you can customise these solutions to meet 100% of your needs.

INSURANCE LAUNCHPAD APPS

The starter apps provide a range of tools designed to equip your business to deliver a great CX. They include:

- **CLAIMS ^ CONNECT** – integrated supply chain fulfilment. A claims status tool providing visibility of supply chain performance with a consistent digital customer fulfilment experience. Regardless of claim type or service provider - be they loss adjuster, approved repairer, service partner or contractor
- **VIRTUAL ^ VISIT** – Video consultation has become the default channel for complex customer interaction. Virtual visit enables experts to gather data, deliver insight and impart expertise remotely. Dramatically improving customer experience, reducing cycle times and speeding settlement. Improved employee productivity and lower costs enabling Virtual Visit to be applied not just in claims but as part of policy acquisition and new customer on-boarding

Apps can be built by your own business people working alongside IT or by a range of partners ready to help improve CX for your business



NETCALL

- **DATA ^ TRANSLATOR** – Flexing the power of API's and Microservices "Data Translator" Extracts and Transforms data from external providers, harnessing the power of Artificial Intelligence and Machine Learning to translate language and complexity for output to your target systems. Whether your data is unstructured, semi-structured or structured Data Translator can be harnessed to remove manual processes, improve accuracy and automate the flow of data into your business.

In addition to these applications, we also include training on the Create platform and mentoring to help your team maximise the potential of these apps for the business.

BUILD OUT TO MEET CURRENT AND FUTURE CX NEEDS

Insurance Launchpad is an extensible platform designed for you to build out to meet current and future requirements. Apps can be built by CGI to help improve customer experience for your business.

- Equip your process people with the tools they need to build a great CX for your customers
- Create a seamless end-to-end journey for your customers for a CX that delivers great online reviews
- Reduce demand on the contact centre by giving customers greater visibility during every step and use increased automation to dramatically reduce the time and costs of processing a claim
- Increase automation to dramatically reduce the time and costs of processing a claim
- Understand customers' data better and integrate with AI tools to create the new products needed to win future business



ABOUT CGI

CGI is a global business with 78,000 professionals in hundreds of locations across the Americas, Asia-Pacific and Europe who provide end-to-end IT and business process services that facilitate the ongoing evolution of our clients' businesses. Our aspiration is very simple: to be the best at what we do and help our clients to succeed.

Learn more at:

cgi-group.co.uk/insurance

netcall.com

For more information or to arrange a discussion please contact Vince Kill at vincent.kill@cgi.com