



Automate Business Processes While Reducing Costs

Insurance organizations are continually challenged to maintain a balance between streamlining their business processes, lowering costs, and maintaining multiple core systems, all while maintaining risk management in an ever-changing landscape. Having automated IT business processes in place is critical for standardizing and delivering improved services. In today's insurance IT services, it is critical to have IT solutions that enable operational efficiency, risk management, agility, scalability, and self-service solutions for insurance professionals.

Kinetic Data's Suite of Solutions

Kinetic Data's suite of solutions, enable IT services to create and deliver quality services to internal and external users such as agents, outsourcers, vendors, and partners. The suite consists of four solutions: Kinetic Request (bundled with Kinetic Task), Kinetic Survey, Kinetic Calendar and Kinetic Schedule. These modular solutions enable IT services to automate service delivery processes across the organization, providing tailored requests, views, surveys, tasks and workflows within the risk-regulated insurance environment.

Value of Kinetic Request—Bundled with Kinetic Task

Kinetic Request manages the service request and fulfillment processes, including presentation of business services to users, service request submission, request routing, request approvals, and service delivery. Kinetic Request is the easiest, most flexible tool available for creating and deploying multiple service catalogs across the insurance landscape. Service requests are captured via intelligent, configurable, self-managed and scalable web-based forms.

Kinetic Request featuring Kinetic Task, our advanced workflow automation engine, offers complete workflow control and flexibility with its ability to easily configure an unlimited number of tasks and approvals.

Kinetic Request and Kinetic Task Enables Operational Efficiency.

- **Automation of service delivery tasks** across any back-end system for fulfillment in your current service delivery infrastructure. Replaces inefficient manual processes for cost and operational gains.
- **Configuration-based architecture** utilizing a service-oriented architecture (SOA) approach, means—there is no custom programming required to roll out services.
- **Secure configuration** expands your existing platform without risk to the data structure or back-end process. Our products enable configurable security models at the individual, group or enterprise levels.
- **Embeds risk management and compliance processes** standardizing process automation critical for IT Governance, Risk Management and Compliance (GRC). Empowers regulatory mandates at the local, state, federal and international levels.

Why Kinetic Data's IT Solutions for Insurance?

- **Creates and delivers automated services across an insurance landscape via secure configuration.**
- **Provides visibility and self-service management to your business processes.**

Benefits

- **Streamlines the delivery of business processes;**
- **Reduces cost;**
- **Manages risk;**
- **Improves operational efficiency;**
- **Provides scalability; and**
- **Improves customer satisfaction and retention.**



Kinetic Request Self-Service Portal



Kinetic Task Workflow



- **Existing system integration and scalability** leverages your existing Remedy platform whether it's out-of-the-box, customized or ITSM-centric. Our architected strategy enables rapid deployment without expensive upgrades.
- **Customer-centric self-service portals** improves the user experience by empowering the end-users and customers to easily submit requests and track their status.
- **Customer-oriented theming and branding** offers unlimited theming and branding options from portal to portal.

Value of Kinetic Survey

With Kinetic Survey, insurance IT services can make automated enterprise feedback a top priority. It is a process-driven, web-based, customer-feedback-survey-management solution that makes it easy to create context-sensitive surveys that yield the most relevant and meaningful feedback.

Kinetic Survey Enables Enterprise Feedback.

- **Improved customer satisfaction** is achieved by providing relevant feedback specific to the service delivered.
- **Real-time intervention and service improvement** automatic triggers, based on real-time feedback, which will launch immediate action if warranted.

Value of Kinetic Calendar

Kinetic Calendar allows insurance organizations to easily create, manage, and view change request calendars, as well as calendars that automatically access time-based data for virtually any purpose.

Kinetic Calendar Enables Visibility:

- **On-call calendars** display shifts in assignments for an on-call group.
- **Self-service calendars** allow approved users to create and modify events directly from the interface.

Value of Kinetic Schedule

Kinetic Schedule allows insurance organizations immediate viewing of their resource assignments. Each event or resource can be configured to link to an event record in any Web-enabled application to allow creation, editing, reallocation, or rescheduling of an event into one calendar.

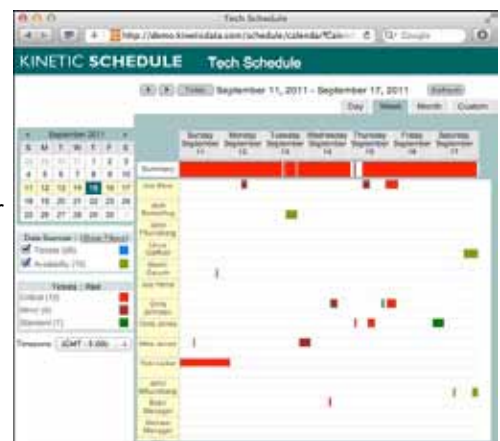
- **Scheduling change tasks** is made easy when a move to production requires resources from a number of teams to be available at the same time during a non-blackout period.
- **Scheduling a meeting room** is simplified, even when an office manager needs to find a meeting room for a specific capacity, with computers at each workstation, an overhead projector and a microphone.



Kinetic Survey End User View



Kinetic Calendar End User View



Kinetic Schedule End User View

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