

## Prime Technology Partners

*Automating any process is not an achievement in itself. Automating any process or activity has to be part of a coherent business strategy to be effective.*

*Our primary goal essentially is not to get rid of people resources but rather to free them up and equip them with vital technology solutions so we could all focus on the value-generating business-critical issues effectively.*

*- Chief Solutions Architect and Consultant*

### Whitepaper

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*6 reasons for automating processes to successfully “unlock and transform business potential into coherent profit generation activity rather than desynchronized manual services management and procurement nightmare “*

## 1 - Instant Provision of Services

Perhaps, the biggest advantage of automating services is summed up in instant provision of services.

From clients perspective, they not only deals with less documentation work, but are also greatly satisfied with quick quote, summary, live progress and instant web based help available on each steps as their application or request goes through the decision making process.

From business perspective, client live progress, updates and sales statistics are instantly available.

In short, products that provide instant results are likely to handle increased volume of customer requests, quick sales, and thus more profits.

## 2- Value-Generating Provision of Services

Each and every aspect in the business department and sales activity cycle can benefit tremendously from automation of key processes, for example, automating and integrating several key processes in an insurance system environment may easily enable an underwriter to take personal ownership of underwriting allocated quotations, proposals, policies, schedules and endorsements all from one electronic mechanism. Automation further allows him to electronically consider quotation requests and calculate the premiums by quick electronic cross references to rating and underwriting guides all in a very reliable electronic setup with high accuracy.

In a nutshell, automation thus enables business to achieve profitable results for various business activities by operating key processes a single electronic platform.

## 3- Improved Customer Confidence and Staff Understanding

Customers can view the complete history of each one of their requests. They can track each and every step in the process, know the name of the staff member who worked on each part of the process, and see the date and time each step in the process was begun and completed.

Customers can submit and track the progress of their requests 24 hours a day, 7 days a week, from any location on earth. They can retrieve electronic photocopies of the requests and progress on the requests they submit. In instances where customers provide their mailing address and other necessary information to register for request / service etc, over the web, they can update their details and personal information at any time, even while a request is in process.

Customers and staff can attach an unlimited number of notes to any request

For example, when a customer does have a question, staff can respond instantly because all information about each request is immediately displayable on screen.

## 4 - Centralized Control and Granular Level Management of Processes

The ability to control the system centrally has been a big factor in reducing the operational cost. In short, automation allows us to manage all activities from a single platform. Automation also allows internal staffs to dynamically introduce rules and

conditions that match specific business requirements. These rules and conditions can be changed at any time as the need arises.

The staff may also be able to remotely complete most support functions.

Having all the information in one place saves untold time in maintaining records, reconciliations and other manual procedures, better record management of quotes, analysis of live traffic, weekly and monthly reporting etc.

#### 5- Cost Savings and High ROI

Dramatic cost savings have been a very important accomplishment of using technology to implement automation. Savings continue to increase as other ways are found to leverage the technology and the growth of the company continues.

#### 6 - Precise and Instant Measurement of Progress

Detailed statistics on customer requests, number of sales, can be analyzed to improve service, and streamlining strategy to suit the evolving marketplace. Furthermore, several business goal achievement strategies can be tracked and rules/actions can be implemented to address any shortfalls.

#### Summary:

Instant provision of services and a speedy return on investment are some of the very first benefits you can receive from a successful automation.

Successful automation also significantly improves quality, increase throughput, and reduce costs. It also increases the likelihood of success, but not all parts or processes can be automated.

Each situation is unique. For example, in insurance business, risks vary in size and complexity ranging from individual liability cover to full business cover for high street retail outlets, to motor fleet cover etc.

A capable technology consultant recognizes what to automate and what not to automate and ideally when to automate.

At Prime Technology Partners, we take pride in ensuring a quality-focused and coherent service delivery process, an experienced and dedicated solutions architect is dedicated to the project throughout the development life-cycle to ensure that we build, deploy and integrate and deliver a scalable solution that meets your precise requirements.