SYMPHONY

SOLUTIONS FOR INSURANCE

Similar to financial services firms, the investment divisions of insurance companies require a secure and compliant platform for collaboration between market participants. Symphony is well established in the financial services industry: 22 of the global top 50 asset management firms and 17 of world's top 25 investment banks are Symphony customers[1]. The investment divisions of insurance companies can benefit from Symphony through faster and more efficient collaboration.

Symphony can also help alleviate competitive pressures in other areas of the business:

- Operational excellence in the claims adjustment processes.
- Innovative offer development through real-time customer intelligence.

INTRODUCING SYMPHONY

Symphony is the cloud-based messaging and collaboration platform that connects markets, organizations, and individuals, securely. Powered by an open and growing app ecosystem, and protected with end-to-end encryption, Symphony's communications platform increases workflow productivity while facilitating global regulatory compliance. Already the platform of choice for the financial services industry, Symphony eliminates inefficient workflows to boost productivity in information-driven businesses such as insurance companies.

Fully integrated messaging, document sharing, audio/video conferencing, bots and apps.

A trusted community of users that can collaborate securely within and across companies.

Apps, software integrations and bots that enrich and extend the user experience.

[1]List of Global Top 50 Fund Management Firms 2016, Caproasia.com, http://bit.ly/294f9hb & Global IB Revenue Ranking 27 February 2016 to 26 February 2017, Deallogic.com, http://fn.dealogic.com/fn/IBRank.htm

Here are five scenarios that showcase the possibilities with Symphony.

COLLABORATE FASTER WITH RESEARCH AND SELL-SIDE

Portfolio managers can explore new investment ideas by following relevant #hashtag feeds from research colleagues. The managers can set up secure inter-company chat rooms with sell-side professionals to clarify investment ideas. They can also quickly move from chats to screen sharing or voice/video calls with a single click. Benefits:

- Search for & connect with decision makers on the sell side with Symphony's authenticated directory.
- Foster collaboration through real-time communication, and persistent context.
- Protect corporate data through ownership of encryption keys.

COLLECT RELEVANT BACKGROUND INFORMATION AUTOMATICALLY

Portfolio managers at insurance companies can use Signals technology and integrated apps to discover relevant news and research articles. Bots can automatically post background information in a chat room for team members to come prepared to meetings. Benefits:

- Access data sources within the context of chat rooms through apps in the Symphony Market.
- Automate the collection and dissemination of background information with bots.
- Get timely and prioritized notification of relevant events that may impact risk profile.

STREAMLINE TRADE FLOW

Symphony's platform can connect all the stakeholders that initiate, execute, manage, and settle trades. A unified flow prevents errors generated by context switching as the transaction progresses from one stage to the next. Benefits:

- Create a unified workflow, which prevents copy/paste errors from other applications.
- Access all the relevant conversations and files at-a-glance in the chat room for effective collaboration.

## DRIVE OPERATIONAL EXCELLENCE IN CLAIMS ADJUSTMENT PROCESSES

When newly hired field agents visit clients to adjudicate claims, they typically do not have all the necessary information to make decisions on the spot. Using the Symphony mobile app, the field agent can start a chat with an expert at the headquarters office. The expert can answer client questions while the agent is in the field. The field agent can also photograph damages and deliver them securely as mobile attachments to experts. The chat room can preserve all the conversations and images for future reference. Benefits:

- Solve customer issues faster by accessing a central pool of experts. This provides a better customer experience, driving a higher Net Promoter Score, one of the best predictors of future company success.
- Insurance companies can make the knowledge base of a centralized pool of experts available widely across geographies and time zones, thus increasing ROI.

LEVERAGE CUSTOMER INTELLIGENCE

Insurance companies interact with scores of brokers and clients. Connecting the common threads in all these interactions helps businesses identify trends and discover hidden opportunities. For example, the customer service representatives can tag customer feedback with #hashtags. Symphony's Signals technology can automatically trigger notifications to product management teams. The product managers can compile this feedback in real time across hundreds of customer service representatives and inform the creation of new offers. Benefits:

- Get actionable customer insights quickly, which can lead to the creation of new product offers.
- Executives discover nuanced customer feedback in real time.
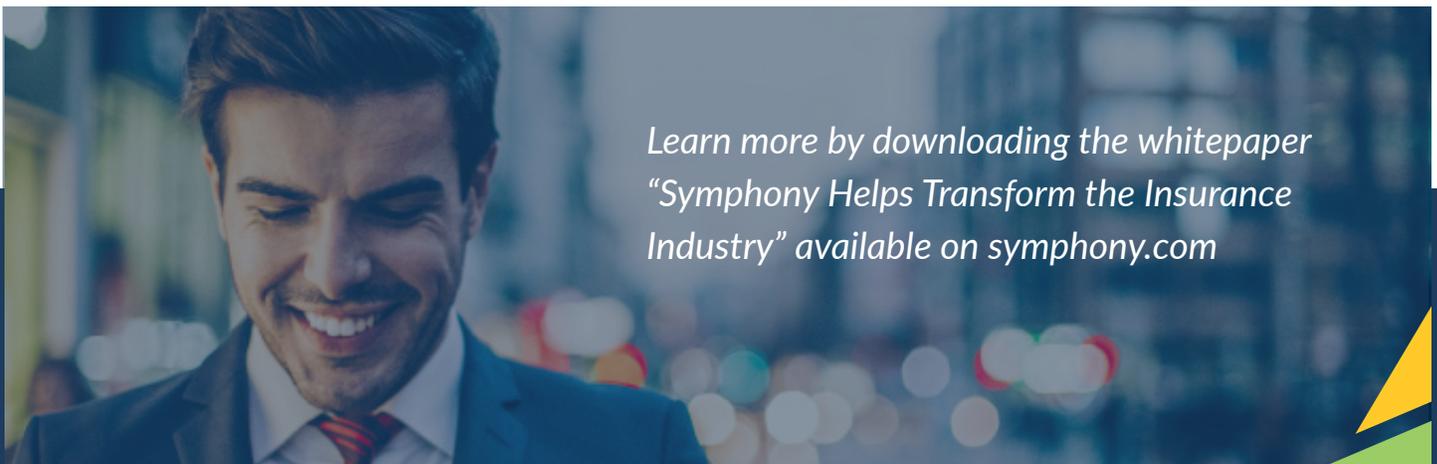
Learn more by downloading the whitepaper "Symphony Helps Transform the Insurance Industry" available on symphony.com

For more information, please visit symphony.com