Engage

ENHANCE CUSTOMER ENGAGEMENT, SATISFACTION, AND LOYALTY WITH ROBUST DIGITAL SERVICES

Xemplar Engage is configurable software for insurers to launch **branded mobile apps and web portal** for their policyholders, and quickly advance their digital capabilities with low cost of ownership.

Enables insurers to **incrementally roll-out new digital services** with core system integrations. Launch features over time like quick quote, policy endorsements, IoT, to meet new business objectives.

Solution includes multi-tenant cloud infrastructure, robust API integration framework and level-2 production support model that significantly **reduces the total cost of ownership,** and minimizes demand for insurers' IT resources.
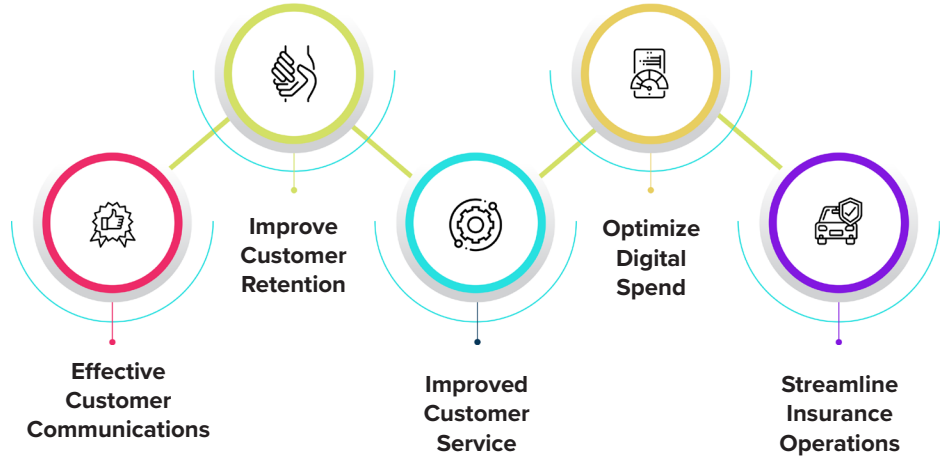
POLICYHOLDER PORTAL

Built-in **app notifications** feature can be used to effectively communicate with policyholders with tailored messages for renewal notices, premium payment reminders, weather alerts, and status updates, etc.

INSURER PORTAL

Engage
DELIGHT YOUR POLICYHOLDERS WITH MOBILE SERVICES

Personal and Commercial P&C policyholders value the ease-of-doingbusiness with their insurers over mobile and web channels. They are attracted to insurers with better digital capabilities for convenience and better service. Insurers understand that building relationships and creating loyalty with policyholders is key to their on-going profitability and success. Xemplar Engage solution enables insurers to rapidly innovate and advance their digital transformation strategy with self-service features on mobile and web channels, resulting in significant competitive advantages with improved customer experience.

- Improve Customer Retention
- Effective Customer Communications
- Optimize Digital Spend
- Improved Customer Service
- Streamline Insurance Operations

SELL BETTER
INTERACT BETTER
SERVICE BETTER

Policy Services

- Provide ready access to digital **ID Cards** & **Policy Documents**
- **Agency information** and contact details
- Integrate with any payment processor for **Premium Payments**
- Review premium invoice and **payments history**
- Communicate via **in-app notifications** for renewal notices & payment dues, etc.
- Built-in **weather services** Storm Trackers, Forecasts, Alerts

Claims Services

- Streamlined **First Notice of Loss** with incident details and media files
- Provide latest status of submitted claims
- Enable augmented **Roadside Assistance** to get immediate appropriate service
- Provide access to **knowledge base** / resources for loss prevention
- Deliver in-app notifications for claims **status changes**, payments, and settlements

Usability & Simplicity

- 100% mobile-web-cloud solution
- Hosted on **AWS Cloud** with high security standards.
- Robust **API framework** for seamless integration with core systems
- **Deferred payment plans** to spread the implementation costs
- **Insurer portal** to review solution adoption & feature usage metrics
- **Full service model** for ongoing production support

Extendibility

- Initiate and automate mobile policy changes by **integrating with policy systems**
- **Up-sell/cross-sell** products and services using notifications and banners
- Leverage the features to expand relationships with **agencies and partners** to drive growth
- Integrate with **third-party service providers** to augment and enrich the features

ABOUT US

Our journey began in early 2015 while experimenting with smartphone technology to analyze motion patterns that led us to develop an innovative and economical smartphone telematics solution for loss containment. We then extended our capabilities to include numerous new features including policy and claim services, and developed turn-key solutions for Personal and Commercial P&C Insurers. Today, Xemplar is an established digital solutions company that offers both pre-configured and tailor-made solutions to insurers and commercial businesses, with many companies using our products and services to drive their digital transformation.

Xemplar Insights
Digital Transformation Solutions

- www.xemplarengage.com
- info@xemplarinsights.com
- 1-844-900-XEMP (9367)

SCAN QR CODE TO VISIT OUR WEBSITE