



Insurance

Policyholders expect seamless customer service and fierce protection of their data. But siloed departments and point solutions make it nearly impossible for financial institutions to deliver integrated, automated, anytime-anywhere service for customers and employees. Meanwhile, manual, people-intensive processes drive operating costs ever higher. Give your customers the self-service experience that lets them take a more active role in the journey with their insurer. Differentiate policyholder experiences and reduced cycle times by connecting your business operations from front to back. Integrated workflows on the back end orchestrate the right actions with the right people across front, middle, and back offices to get the right actions done. Leverage a single platform to proactively monitor and prioritize complex cases where resources are needed or policyholder satisfaction is at risk.

Enter ServiceNow - The Platform of Platforms

Agent Onboarding and Retention

Create differentiated experiences for captive and independent agents—from onboarding through running the business through service—to capture the unfair share of already scarce industry talent. Make it easier for agents to do business with a single platform across all service requests with SLAs, knowledge, and mobility capabilities so agents can focus on selling products and providing an exceptional experience to the end policyholder.

Operational Resilience

Integrate governance, risk, and compliance across technology, cyber-security, people, property, and third-party vendors to ensure critical business services, such as First Notice of Loss or Claims Resolution, remain operational. ServiceNow automates the response to cyber threats and risks based on business impact. From GDPR to PSD2 to CMA—ServiceNow ensures that your operations can adapt and embed key regulations while reducing the costs and avoiding the complexity of manual workarounds.

Policyholder Service Excellence

Automate middle- and back-office processes to create a digital customer service experience with end-to-end visibility. ServiceNow empowers underwriters, claims processors, and service agents to make the right decisions and act faster for policyholders, driving increased loyalty. Self-service functionality allows policyholders to address many common requests themselves.

Responsive and Agile DevOps

Increase IT delivery speed, reduce the risk of noncompliance and costs associated with development, change management, and new product launches. ServiceNow brings development and technology operations together with existing DevOps toolchains to enable more digital, innovative, and customer-first financial services institutions. Change management can now be automated with a sophisticated data model providing unique team insights and reliable information for auditing the release delivery process.

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