

Contemi

CIS



Contemi Insurance System

Your non-life insurance solution

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Frequently Asked Questions

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What is CiS?

CiS is the Contemi Insurance System, offering a complete solution for small to medium insurers, and insurance intermediaries.

CiS offers the full suite of insurance modules and accompanying configuration tools, which consists of:

- ✓ Policy (supporting end to end policy fulfillment)
- ✓ Real time Policy Price Optimizer
- ✓ Claims (supporting end to end claims management including FNOL and IBNR)
- ✓ Data Warehouse and Reporting Services (Both vanilla and bespoke data management and insurance reporting)
- ✓ Customer Management via a range of solutions
 - Contemi Implementation of Microsoft Dynamics CRM
 - Integration to your CRM solution
 - Simple Contemi web portal based customer management
- ✓ Accounting
 - Contemi Implementation of Microsoft Dynamics Nav
 - Integration to your accounting solution.
- ✓ Product Building and Configuration Tools
- ✓ Integration to ad hoc external systems via web services

What lines of business does the CiS suite support?

CiS can support all forms of non-life personal insurance, and all lines of commercial insurance including health, fleet and specialty lines. CiS can support multiple lines of business in a single instance, including both commercial and private lines products and customers.

What sales distribution models does CiS support?

CiS supports both indirect and direct sales models. **Indirect sales** via use of web based call centre functionality. Broker organization and agent access to own and managed customers.

Direct sales achieved by use of both customer web portals and integration into third party web sites.

Self-administration features can be made available to customers, to enrich customer experience and reduce operational costs.

How does CiS control the operational sales processes?

CiS role based access ensures that access, authority and control is strictly managed and enforced for all sales, management and customer roles.

Is it really possible to have a single view of my customer?

Yes, using the CiS implementation of Dynamics CRM, you can easily view all products your customer has purchased, all claims, current payments history, and all communication with the customer including email, phone and SMS.

Does CiS support Reinsurance allocation?

Most proportional reinsurance agreements, both premium and claims cost are automatically distributed in CiS. Distribution of Non-proportional reinsurance is covered in the Data warehouse.

What is the product road-map for compliance to various design and insurance interface standards?

The Contemi CiS components are largely built on Microsoft .net, and follow a standard 3 tier architecture. Key features are available through the use of standard restful services. Currently CiS modules do not follow such standards as Accord, but with the use of our flexible service based approach, CiS can be connected to accord based solutions.

Integration

How can CiS share information with other external systems?

The CiS modules can both send and receive information from external systems via the use of web services, batched file exports and imports and bespoke integration.

Is it possible to integrate CiS Policy into our existing web site?

Yes, Policy can be integrated to your web site through the use web services. To date, CiS Policy has been successfully integrated into client sites, and also third party insurance price aggregation sites.

Can the CiS modules be used separately?

Yes, the CiS modules (CRM, policy, claims, Data Warehouse and price optimizer) can all be used and deployed independently of each other.

Can the CRM system and Data warehouse receive data from other sources than CiS?

CRM and Data warehouse can have multiple data sources in addition to CiS.

Does CiS have real time integration with accounting systems?

CiS can support real time two-way integration with the most common accounting systems.

What CRM capabilities does CiS offer?

CiS is fully integrated with Microsoft CRM for effective management of engagement, communication and history for customers, relationships, referrals, prospects and leads.

What platform is CiS built on?

The CiS application modules are built using Microsoft .Net and Microsoft SQL Server technologies. In addition CiS contains a tailored implementation of Microsoft Dynamics CRM.

Does CiS support multiple communication channels?

CiS can enable you to engage with your insurance customer via direct sales over the internet, targeted sales campaign using E-mail, SMS, and tailored newsletters.

Does CiS work with all browsers?

Every attempt is made by the Contemi Group to ensure that CiS will run on most, if not all popular browser versions. See below for overview of versions currently Supported.

Browser	Versions Supported
Internet Explorer	6,7,8 & 9
Firefox	3.5, 4, 5
Safari	4 & 5
Opera	10, 11, 12
Chrome	Version 13

How Secure is the CiS solution?

Security has always been our first consideration at Contemi. All public web based transactions and services support industry standard protocols with respect to authentication and encryption. In addition to securing application transactions, all critical personal and financial information is only stored encrypted, with embedded one way encryption keys.

How can CiS scale to support large volumes of customer sales?

CiS modules have been designed with scalability in mind. Running on the .net framework, CiS applications can easily scale to manage large scale transaction processing. Capacity can be easily added through the clustering of additional web servers; and as CiS runs on 64 bit windows, it can make use of the full capacity of modern, powerful servers with respect to large memory and hyper-threading.

How can CiS manage large volumes of customer and insurance data?

CiS uses Microsoft SQL Server to store all Customer, Policy, Claims and data warehousing information. Our proven and scalable data models are well suited to taking advantage of the industrial features of SQL Server, including clustering.

What kind of Service Level Agreements do you offer post implementation?

We offer a range of graduated post implementation service level agreements. Our service offerings fall into 4 categories. A set of 3 tiered services grouped into Gold, Silver and Platinum, and a purely bespoke solution called Exclusive. Exclusive is tailored to the specific needs of the client. Highlights of the various services offered are outlined below.

Service	Silver	Gold	Platinum	Exclusive
Support Cover	✓	✓	✓	✓
Business Hours only			✓	✓
Extended Hours			✓	✓
24 x 7				✓
Forum Support	✓	✓	✓	✓
Scheduled Releases	✓	✓	✓	✓
(Updates and Fixes)		✓	✓	✓
Online and Telephone Support and incident management		✓	✓	✓
Priority phone support			✓	✓
Priority Incident Response			✓	✓
Unscheduled fixes and updates			✓	✓
Automated Systems Monitoring				✓
Tailored Solution				✓
On site Support				✓
Systems Hosting				✓

For those packages that offer priority response and unscheduled fixes and releases, there are appropriate SLA conditions with respect to response and problem resolution.

Does CiS Support multi-language and multi-currency operations?

CiS is already in use with clients who run cross border insurance operations. CiS is able to deliver products to customers in multiple languages, and can easily provide cross currency sales and insurance reporting to support and manage a multi-currency business.

What is the typical learning/training time for the users of CiS?

There are several different learning curves with respect to CiS, largely dependent on the role and function a user fulfills. An example, with respect to product configuration and maintenance it only takes a few days training to learn the main tools to create and edit products.

What are the key standard reports offered by CiS?

CiS offers all the expected mainstream insurance reports including Bordereaux, Claims, Commission, Payments Reconciliation, Management Information, Premium, Renewal, Triangulation.

What reporting tool is used and how easy is it to build a new custom report?

We use SQL Servers Report Builder, as this effortlessly uses the homogeneous datasets from all CiS components and the CiS Data Warehouse to product vanilla and customer reporting. Reports can be accessed manually via web browser or automatically emailed out in excel or PDF format.

Can CiS function in a multi-PolicyAdmin systems environment?

Yes, CiS components have been implemented into clients with already established policy admin systems environment. CiS claims have been implemented, and supported, both the CiS Policy Module and the clients existing policy admin solution. CiS claims was able to manage the full claims process across both systems.

How do you test the Web Services and other intergrations during CiS implementation?

Contemi have established procedures for systems integration and testing, with respect to integrating CiS modules with existing client solutions. As most are serviced based, we are able to quickly to validate both are service calls and those of the clients using a range of test harnesses and our adherence to strict schema validations with respect to service implementation.

I would like to implement just the Datawarehouse solution on top of my existing systems (Policy Admin, Claims, Re-Insurance, Accounting etc). Would you be able to deploy your datawarehouse solution?

Yes this is possible, as the CiS Data Warehouse is able to be configured to pull in data from multiple unique sources and then transforms such data in to our standardized data marts so our standard range of reporting can be applied.

About Contemi

With our depth of knowledge and experience in implementing insurance projects across Scandinavia, Europe, and Asia, we are well placed to offer a rich blend of technical, insurance and business services suitable for all types insurance enterprises.

Contact Us

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