

Changing the Game

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Challenges of the P&C Industry

Property and Casualty Insurance is a long established industry, yet performance varies widely. Rates go through hard and soft cycles depending on a number of factors. The degree of competition, prevailing economic conditions, catastrophic events and regulatory willingness to approve rate changes all affect the market cycles. Even when analyses remove major CAT events, the variations in profitability, growth, customer service and innovation still vary significantly by line of business and company. Similar challenges face many P&C system portfolios. The status quo is usually a complex installed base of disparate legacy and new systems. Many are too rigid—they can't easily accommodate changes in:

- Compliance
- Improved business practices
- Product innovations and
- Ever-increasing integration demands of new services and systems

StoneRiver was keenly aware of P&C market dynamics as it developed a long-term product strategy for our fourth generation of enterprise class solutions that could meet these challenges. Carriers have to become leaner, faster and smarter to compete effectively.

Sustainability as a Goal

Carriers following the “best of breed” philosophy have often discovered some difficult pitfalls. Managing multiple vendors, while synchronizing and integrating disparate systems, obliterates many perceived advantages of the best of breed approach. They are left with a sub-optimized spaghetti bowl of solutions. Worse still, there is often no clear technical framework, no master data management vision and practice, and little systems optimization of insurance expertise within companies. How to keep systems “evergreen” without always “ripping and replacing” eludes most internal strategies.

StoneRiver recognized that comprehensive core functionality was mandatory and that the \$100M+ R&D investment in its existing products needed to be fully leveraged where appropriate. The resulting Stream solution set covers much that is often dealt with on an ad-hoc basis: distribution services, portals, reinsurance financial systems, business intelligence, external rules engines, and more.

Enabling Leaner, Faster, Smarter Insurance Administration

The configurability, scalability and integration simplicity of Stream help businesses stay lean. In addition, straight-through processing, self-service applications like electronic bill presentment and payment, online payroll reporting, online FNOL, and automatic work assignment with load balancing are just a few examples of Stream functionality that address the need to lower costs.

To help carriers turn work around faster, the Stream solution set operates with an intuitive user interface, auto event management, proactive workflow and business process management, and high performance.

The Stream solutions also have the essentials needed to make carriers smarter: business intelligence, predictive analytics, configurable rules and rich functionality. Operational efficiencies, customer intimacy, product design and pricing can all be optimized through Stream.

Business intelligence goes beyond standard reporting. There is also ad-hoc reporting through domain templates and key performance indicator (KPI) dash-boarding with the full ability to “slice/dice” and drill down.

With the System Administration workbench, services can easily be reconfigured into new composite services using the built-in Enterprise Service Bus, FICO™ Blaze Advisor® rules, and BPM engine. The role-based workbench provides information not only about the current state of

workload, but also about appropriate pending workloads, alerts and diaries.

The Stream solutions use a highly configurable Rich Internet Application User Interface pattern set. Our professional human factor expert optimized user experiences for a person's role, training level, and insurance expertise. Enthusiastic feedback from the analyst community on the new UI includes "very impressive", "stunning", "elegant", "very strong" and "speaks for itself."

Implementation Factors

StoneRiver Stream supports major database engines and numerous hardware platforms. Carriers adopting the full StoneRiver Stream suite will enjoy

seamless pre-integration, a consistent user experience and the real power of shared services across the enterprise with full customer centricity. They also gain the power of consistent management of all financials, customer communications, and document management. However, the Stream solutions can just as well be implemented on a standalone basis and integrated through the powerful Enterprise Service Bus integration end-point features into third party systems. Phased implementation of components is also supported.

If you are serious about finding the full enterprise solution set with the greatest value that will serve you for the next 15+ years, StoneRiver Stream is your most compelling option.

StoneRiver promotes client success by streamlining complex business processes. The StoneRiver Stream™ suite redefines the core system life cycle with the first, truly sustainable P&C systems that change the way carriers do business by giving them the power to change the business itself.

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