

# Actian DataConnect Integration Hub for Insurance

## Benefits

Quickly onboard new brokers, dealers, and agents with reusable graphical templates

Easily manage and maintain hundreds of connections to customers/partners with alerting, error remediation, mass updates, and more

Deliver a superior customer experience by ensuring data integrity

Reduce core operational costs by automating many processes with a low-code approach

Maximize connectivity by supporting complex data formats and schemas, including EDI X12, HIPAA, HL7, ACORD, and other XML formats, as well as legacy binary formats

The technology landscape in the insurance industry is undergoing a digital transformation. Businesses must deal with new applications, a wider variety of data sources, and constantly-changing data while simultaneously providing reliable, superior service to their hundreds of brokers, dealers and agents.

By deploying a modern integration technology, you can trade in the time and resources you spend on transactional, administrative work for a greater focus on acquiring and maintaining strategic relationship with your customers.

Actian DataConnect Integration Hub automates the exchange of information throughout the insurance life-cycle to drive greater business and customer success. With a focus on reuse and adaptability, Actian DataConnect Integration Hub is engineered to help you quickly and easily design, deploy, and manage hundreds of integrations on premises or in the cloud—with extensive support for industry-specific data formats.

## Accelerate customer on-boarding and claims processing with fast, repeatable integrations

Actian DataConnect Integration Hub provides a powerful IDE (Integrated Design Environment) for creating standardized, customizable templates that can be used to repeatedly and rapidly deploy similar integrations in an hour versus weeks to speed on-boarding, reduce costs, and increase revenues. You can quickly collect and normalize data from a variety of service providers, underwriters, brokers, and claim adjusters.

Remain agile and productive with these capabilities:

- **Scale quickly** and complete similar integrations in mere hours
- **Visually create or modify** integration maps, artifacts, rules, and job schedules in minutes, without coding or scripting
- **Empower business users** to integrate through a simple three-step process using pre-packaged apps, maps, and data services
- **Collapse multi-step integration processes** into a single, automated task using a drag-and-drop graphical interface

## Drive superior customer experiences by adapting quickly to data updates

After the initial data is collected during the onboarding process, you must also ensure the data is updated during the life of the integration. Actian's IDE enables business users to make quick and easy design updates to minimize disruptions to the service. Focus more time on servicing your customers and less time communicating with insurers to correct for data accuracy.

*"We have one single source of data that can be readily used by all the stakeholders downstream. This is a definite improvement in that it directly improves results and indirectly reduces costs."*

—Vinod Kumar, Assistant Vice President of Software Development and Information Technology, Hannover Life Reassurance Company of America

**hannover re**<sup>®</sup>

## Effectively manage hundreds of integrations with scale and agility

Action enables an operations team to effectively support data feeds and respond rapidly when fixes are needed. You can efficiently manage and maintain hundreds of connections to customers/partners through alerting, error remediation, mass updates, and more. Management and configuration is handled via an intuitive web interface deployed either on a server inside your data center or using Action's cloud platform, or both. Remote agent technology lets you securely monitor and update integrations behind the firewall—either your firewall or one of your customers'.

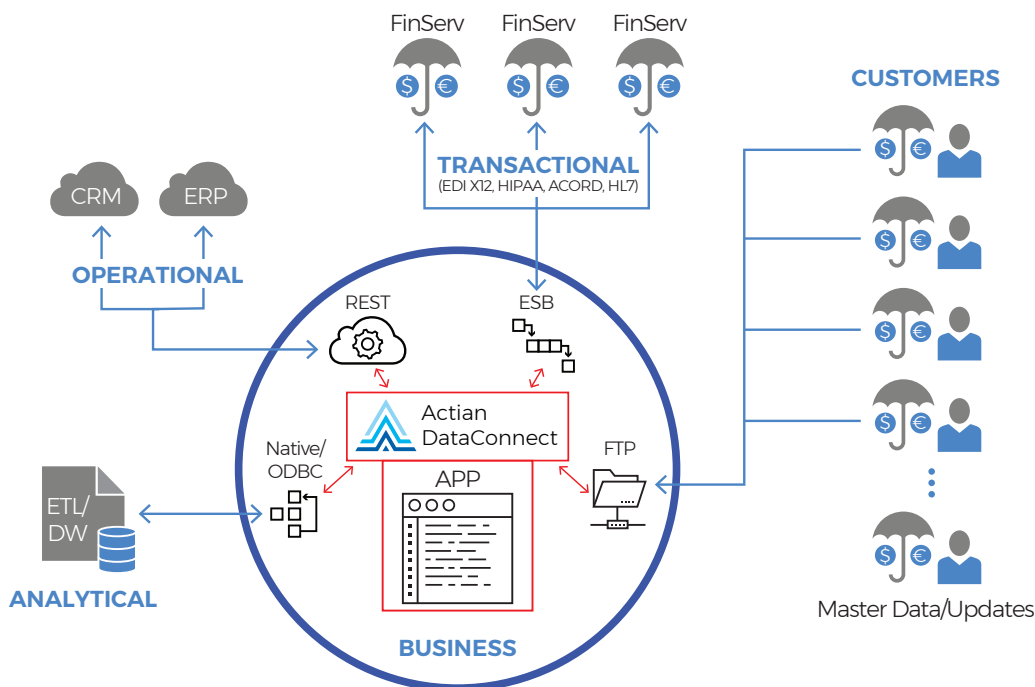


Figure 1. Action supports analytical, operational, transactional, and master data integrations. It handles the variety of files and data formats and constant rate of change at the edge with an intuitive, easy-to-use IDE.

## Gain full support for industry-standard file formats, schemas, validations

Action supports global multi-enterprise insurance data transactions such as underwriting policies, insurance claims, payments, remittance advice, and risk analysis. You can automate the way you gather, process, and normalize data from all insurance network partners, including complex hierarchical formats. Process design components allow you to validate document instances against a schema, convert automatically to/from XML, and iterate into smaller sets of data.

## Give stakeholders trustworthy data for effective decision-making

Action gives all stakeholders in the organization more organized and trustworthy data so that they can make effective decisions faster and more efficiently.