eGlobal

Overview

The next generation of Broker Information Systems has arrived with *e*Global, the most advanced concept in business support systems.

Traditionally computer software for Insurance Brokers has concentrated on billing functions. *e*Global is an e-Commerce enabled, client centric application, handling both structured data processing requirements such as policy processing, as well as important unstructured client related data including correspondence, images and files.

*e*Global addresses all of a broker's requirements from client and prospect management to quotations, policy recording and tracking, document production, client budgeting and claims management.

Integration with other desktop technologies including word processing and spreadsheets provides a complete information processing solution.

More than just a broking system, *e*Global provides a high level of interaction between the broking functions and financial reporting to provide a comprehensive management tool. The system is supported by ORACLE™, the world's leading relational database.

New advanced e-Commerce integration facilities allow you to harness the power of the Internet and extend the reach of your products and services. These options can be used to improve client management, support internet based marketing, allow access to information and link to external systems.

Scalable software architecture and extensive end-user customisation options allow brokers to create a unique solution to their individual processing requirements. Customisation extends to most aspects of system operations – risk construction, policy construction, claims information, reporting and the content and appearance of documentation.

Software Functionality

*e*Global is designed using Windows based client/server architecture and relational database technology to deliver a complete management system.

Modular in design, *e*Global is a set of building blocks that can be customised for the individual user and which will readily adapt to the incorporation of new technologies as these become available.

eGlobal

Diary and Workflow

Modules within eGlobal are linked by a Workflow Automation System, which provides activity tracking and connects all modules of the system to provide a structured approach to your business requirements, automate processing functions and ensure the appropriate Evidence of Cover and E& O exposure are catered for.
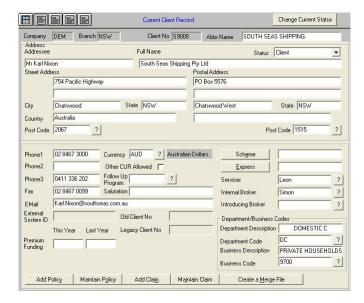
Individual modules within the system interact with an on-line diary to support broking functions by alerting brokers to quote follow-ups, prospecting activities, policy renewals, evidence of cover, claims follow-ups and a range of other action items.

Service Programs can be established and linked to prospects, clients, policies or claims specifying a set of activities to be followed. These programs include details of the date required, client and a free format narrative.

Access to Information

Client and Policy information is stored in an expandable format allowing the user to decide exactly what information is to be stored by client and by policy.

In addition to conventional client header information such as name, address, contact details, type of business and other key data, eGlobal provides for important client information such as company office profiles, business locations, business descriptions, client history, parent and subsidiary relationships, sales and profits, credit rating, as well as extended comments.

Important client related activities can be recorded as follow-up items in the Diary System and externally created word processing documents, files, spreadsheets can be linked to a client through file associations.

At policy level eGlobal allows the user to define the level of detail to be stored for each policy by class of risk. Once entered into the system eGlobal maintains a detailed chronology of policy history tracking each subsequent version of a policy and maintaining an overall summary of financial history.
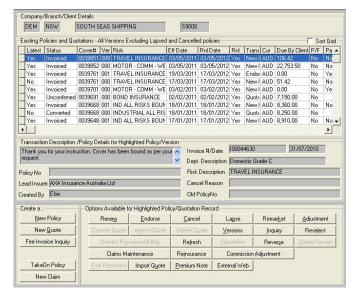
eGlobal

A wide range of inquiry options are available to allow the user to focus in on both client and policy detail. While comprehensive reporting options allow full analysis of the broking portfolio, brokers' performance, client earnings ratios, risk type/insurer statistics and other key data.

Quotation and Policy Processing

User defined templates control the detail of what information is to be stored by class of risk, what documentation is to be produced as well as the appearance of that documentation.

A unique risk template can be created for each type of risk. This allows the broker to determine what information will be captured and who that information will be conveyed to such as the client, insurers or held for internal purposes only. Business rules for the processing of certain types of policies such as schemes can be mirrored in policy workflow.

Client documentation options include system forms or the flexibility afforded by exporting policy data to a Microsoft Word document. Production of standard letters and specialised forms is fully supported.

Options within policy processing include:

- Customised documentation
- User defined policy rules
- Automatic calculation of premium
- Automatic calculation of taxes and levies
- Preparation of Insurance Manuals
- Support for Scheme processing
- Spreadsheet like Risk Schedules
- Certificate of Insurance production

The broker may start the policy process by preparing a quote or series of quotes and convert that into a policy in a single process or skip the quoting phase by directly entering policy details.

Transactional billing flexibility includes support for instalments, direct bill transactions, multi-client invoicing and provisional billing.

Brokers are guided through policy processing with easy to follow screen prompts and logical workflow. Assistance is always available from extensive Online Help.

*e*Global offers user defined policy templates to cater for a wide range of processing requirements. Risk information is stored in a series Policy User Fields and merged into Microsoft Word to produce all required policy documentation.

Business and underwriting rules can be implemented within templates through the use of validation codes, range checking, default answers and information extracted from master files.

Spreadsheet like Risk Schedules are available to record lists in column format within policy processing. These schedules include support for standard spreadsheet functions such as calculated fields and totals.

eGlobal

Complex formula and table based automatic calculation of premiums is provided within the Auto Rating facilities of *e*Global.

Invoices, policy schedules, insurer and other client documentation can be custom designed with the *e*Global Forms Design tool providing full control over layout, appearance and content of these documents. A unique set of documents can be created for a particular book of business, certain risk types or office locations.

Importantly, information recorded in policy templates is readily available for subsequent query or reporting.

Product Builder and Rating Engine

An integrated user definable product builder, rating engine and document generator allows users to create and maintain insurance products for all business segments from personal lines and affinity products to complex commercial risks.

The WebForm product builder creates rules based data entry templates designed to streamline quote generation and policy processing through the use of validation rules, look-up tables, radio buttons, date pickers, range checking, and drop-down lists.

A flexible rating engine can be activated to further enhance support for affinity business. WebForm rating is an end-user, rules based rating facility that be applied for a wide range of rating requirements.

Client and insurer documentation is generated in MS Word by merging data captured in the WebForm and merging this with a risk template.

Claims Management

*e*Global is supported by a fully integrated Claims Management Module. Linking to the Policy System the Claims module records claims details against a specific policy, including date of loss, loss estimate, insurer proportions, deductibles, recovery details, claim status and tracks activity relating to the processing of that claim through a Claims Notepad.

As with client and policy information claims data for future follow-up can be entered into the Diary System with appropriate comments.

An important element in claims management is the ability to record at fault codes, category of claim and claim status allowing a detailed analysis of claims by client or by class of risk and the preparation of loss ratio reports.

An optional Claims Accounting module is available for brokers required to settle claims on behalf of insurers.

Accounting

*e*Global is supported by a comprehensive multi company, multi currency financial management system. The financial position is updated in real time in each of the system sub ledgers allowing up to the minute analysis of the company position.

Accounting rules can be tailored to meet specific requirements. Terms of trade, debtors ageing options, income analysis rules, insurer settlement criteria, treatment of instalment income and other accounting rules are defined within system set-up.

Flexibility is the key for processing settlements to insurers and sub agents via spreadsheet like settlement worksheets whilst the banking process is designed to ensure that it is easy to record, bank and allocate payments.

Routine accounting tasks such as client allocations, disbursements and journals have been simplified, reducing the possibility or errors.

Budgeting and forecasting options within the system offer support for company, departmental and individual budgets recording all classes of income with automatic comparisons to actual results.

eGlobal

Comprehensive audit controls are maintained. Each transaction is defined by the user, date and time of processing. Audit and control reports are included.

The optional *e*Global General Ledger is designed to handle all aspects of financial management and reporting. A true multi-company, multi-currency General Ledger providing automatic generation of Insurer settlement cheques, client refunds and production of statutory reports.

The General Ledger incorporates full accounting controls, system maintained audit trails, and full transaction history. The Enquiry and Report module provides users with complete flexibility for access to transaction and balance level information. A General Ledger Report Writer is available to produce Balance Sheets, Profit & Loss Statements and other management reports.

Users can define the level of reporting and consolidation to suit unique requirements, with reporting options at a Cost Centre, Company or Consolidated group level.

An integrated Creditors system provides cheque drawing facilities, whilst the Bank Reconciliation module provides an effective mechanism for the management and balancing of cheque accounts.

General Ledger Primary Features:

- Flexible User Defined Chart of Accounts
- Multi level Account Structure
- True Multi Currency and Multi-company
- Wild-card enquiry and reporting functionality
- Inter-company Controls
- Budgets and Forecasting
- Standing Journals
- Mass maintenance
- Full life to date transaction and balance history
- Full System Maintained Audit Trails
- Multi-level Security system
- Up to 53 periods per year for reporting periods

Help and Security

*e*Global is supported by a comprehensive online help system. Access to the Help screens is via point and click with support for index and topic searches as well as key word searching. Help is available for all topics within the system.

A multi level security system restricts users to specific functions within the system. User access is defined in a user profile which defines initial access level, determines what modules are available to the user, security level and language preferences.

Management Information

To complement the client/server technology of *e*Global the system is supported by ORACLE^{TM}, the industry's leading relational database management systems. The database stores and manages all relevant data and monitors data integrity.

A Data Dictionary provides brokers with unlimited flexibility in the extract and reporting of information held within the database. A wide range of industry standard Third Party SQL query tools are available to further extend the functionality of *e*Global.

eGlobal

Optional Modules and other Ebix Products

Specific business or processing requirements can be supported by the following optional *e*Global modules and other Ebix products:

Third Party Schemes Administration
Provides the functionality to manage schemes on behalf of your clients addressing all aspects of scheme administration and claims handling.

Reinsurance Module
Provides processing support for facultative reinsurance transactions.

eGlobal for Underwriting Agencies
This caters for the requirements of a dedicated underwriting agency or for integration within a broking operation.

eGlobal WebAccess
An information management front end system for *e*Global. WebAccess provides inquiry and reporting functionality for senior management who require easy to use access to management information.

EbixTransact
This allows for a flexible and cost effective method of putting consumer products on the internet by providing brokers and agents with the tools to customise their own web products. EbixTransact is integrated with *e*Global providing straight through transaction processing options.

EbixExchange
Supports a range of XML and WebService data exchange products that provide standards based integration with all parties involved in the transaction. EbixExchange facilitates Data Convergence throughout the insurance value chain.

eLink
Harness the power of the internet for insurance transactions with *e*Links. With this XML based integration tool from Ebix providing the ultimate flexibility and support for e-Commerce applications. Using the power of XML and standard Web development tools, it is possible to build an e-Commerce framework in a fraction of the time required by conventional methods.

Time Recording (TRS)
Available as an integrated module designed specifically for insurance brokers. TRS provides an efficient workflow for insurance professionals to record time spent working on behalf of clients. TRS provides flexible user definable cost categories, flexible rates and detailed time sheets and reporting.

eGlobal

Why Ebix?

A leading international supplier of On-Demand software and e-Commerce services to the insurance industry, Ebix, provides end to end solutions ranging from infrastructure exchanges, carrier systems, agency systems and BPO services to custom software development for all entities involved in the insurance industry.

Founded in 1976 Ebix has grown to be the world's leading supplier of business solutions to Insurance Brokers. Offering a comprehensive range of business solutions, Ebix is able to address the requirements of a broad cross section of the market ranging from leading global brokers through regional and local agent operations.

The company is singularly focussed on Insurance solutions developing innovative products to meet today's business requirements:

- Solutions that have been developed specifically for the Insurance Broking market by people who understand the requirements of that market.
- Flexible software architecture that mirrors business requirements and allows users to customise software to their exact requirements.
- Solutions that can be implemented on a wide variety of hardware platforms that conform to the Open Systems model.
- A software design philosophy that allows for the incorporation of new technology as it becomes available.

Importantly our commitment to our customers does not stop with the supply and installation phase, we provide the necessary resources to project manage all facets of the implementation and provide the necessary ongoing support to ensure the long term success of the chosen solution.

Our Philosophy is to provide an innovative range of business solutions for the insurance market to ensure that our clients can rely on these to meet the challenges of today and tomorrow.