



eGlobal

for Underwriting Agencies

Overview

The next generation of Information Systems for Underwriting Agencies has arrived with eGlobal, the most advanced concept in business support systems.

Traditionally computer software for Underwriting Agencies has concentrated on billing functions. eGlobal is the first of a new generation of software, handling both structured data such as policy, accounting and claims information as well as important unstructured client related data including correspondence, images and files.

At a functional level eGlobal addresses all business requirements from quotations, policy recording and tracking, document production and claims management.

Importantly, eGlobal utilises relational database technology to facilitate access to all underwriting, claim and financial data recorded within the system.

More than just a billing system, eGlobal provides a high level of interaction between the underwriting, claims functions and financial reporting to provide a comprehensive management tool.

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

Software Functionality

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

Modular in design, eGlobal 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 includes the following modules

- Quotation and Policy Recording
- Accounts Payable
- Accounts receivable
- Sundry Accounts Payable
- Claims Management
- Claims Accounting
- Time Cost System
- Audit, Financial and Analytical Reporting
- Integrated General Ledger (Optional)

Access to Information

Integral to the design of eGlobal are extensive end user customisation options. These options extend throughout the system but are particularly relevant for underwriting functions.

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User defined policy templates are established to record risk information, stored within the database in an expandable format.

Underwriting rules, including limits, validation controls, processing defaults, excesses and deductible information are defined at a risk level. Data entered into these templates during cover recorded is stored in the eGlobal database readily accessible for underwriting analysis.

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.

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. Production of standard letters and specialised forms is fully supported.

Where appropriate a policy calculator is available for auto rating.

Complimenting the flexibility in definition and storage of policy data, the system documentation functions offer complete flexibility in the production of risk schedules, policy documents, invoices, statements and certificates of currency.

In addition to customisation at a risk level eGlobal allows extensive customisation throughout most aspects of the system including reference codes, look-up tables and user defined fields.

A wide range of inquiry options are available to provide access to policy information once recorded. While comprehensive reporting options allow full analysis of the underwriting portfolio, financial performance, earning ratios, risk, statistical and other key data.

Diary System

All of the system modules are linked by a Workflow Automation System, which provides activity tracking and connects these modules to provide a structured approach to daily processing.

Individual modules within the system interact with an on-line diary to support underwriting and claims functions by alerting staff 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.

Help and Security

eGlobal 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 comprehensive 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.

Quotation and Policy Processing

User defined templates provide complete control over quote preparation and policy processing.

The underwriter can start the process by preparing a quote or series of quotes and convert that into a policy in a single process.

A unique risk template determines what information will be captured and who that



information will be conveyed to - the insured, 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.

Underwriting information recorded during policy processing is stored in Policy User Fields in the eGlobal database and is available for bordereaux preparation, analytical reporting and client document purposes.

Options within policy processing

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

Claims Management

The system 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 underwriting analysis of claims by class of risk.

A flexible approach to bordereaux preparation ensures that required information within the system can be reported as required.

The Claims Accounting module integrates claims management and payment functions including cheque drawing.

Accounting

eGlobal 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.

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.

The optional 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 as well as allowing control over the content and layout of 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.

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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

Management Information

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

A Data Dictionary provides underwriting agencies 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 eGlobal.



Why Ebix?

Founded in 1976 Ebix has grown to be the world's leading supplier of business solutions to Insurance Brokers and Underwriting Agencies. 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 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.