CASE STUDY

Claims Tracking Made Easy:

Insurance Portal Built Fast with Low-code Platform

OutSystems enabled us to rapidly build a web-based portal for our brokers that helps them better serve their customers and eliminates unnecessary processes and delays."

Chris Voller, Director of Claims, AXA

AXA, the #1 ranked global insurance company, wanted to strengthen relationships with independent brokers by providing them with **immediate online access to customer claims data** from any device. In addition, they needed a new platform to **drive legacy system modernization**. AXA made brokers and customers happy (and reduced costs) by building an insurance portal for brokers in 3 months using the OutSystems low-code platform.

0 minutes
needed to access data

260K claims
handled per year

3,000+ brokers
Access claims information easily via mobile, tablet, and PC

Portal Built with Low-code Platform "Insured" Success for AXA

CHALLENGE

AXA needed a broker portal, fast. Independent brokers with AXA Commercial Lines expected easy online access to their customers' claim information from any device. Instead, they had to call AXA's overburdened customer service center and wait on hold.

Concerned that brokers would move their business elsewhere, AXA called on its IT team to build an innovative insurance portal. But there was a catch. IT spent most of its budget maintaining existing applications and aging legacy systems. How could the IT team build a broker portal quickly, with limited resources, that could be accessed by mobile phones, tablets and PCs?

AXA's IT team turned to the OutSystems low-code development platform to help build enterprise-grade apps fast. They chose OutSystems for its:

▮ **Robust low-code development** and application deployment in an amazingly short time-frame.

▮ **Open platform with no vendor lock-in**, offering familiarity and portability.

▮ **Strength of integration** between legacy systems and new applications, enabling system modernization.

Easy-to-Use Portal First Step in Legacy System Modernization

SOLUTION

Armed with OutSystems, the IT team built the eServe insurance portal in just 3 months, about half the time it would take with traditional development methods. The platform enables the portal to integrate with AXA's legacy system, an in-house platform based on Oracle and .NET.

Now brokers can instantly retrieve their customers' claim information 24/7 from a desktop, tablet or mobile device. No more threat of leaving for a better broker experience elsewhere! And calls to customer service have slowed, allowing AXA to greatly reduce call center costs.

During the pilot program and again after rollout, brokers found the system intuitive and easy to use without special training.

"OutSystems enabled us to rapidly build eServe, a web-based insurance portal for our brokers that helps them better serve their customers and eliminates unnecessary processes and delays," said Chris Voller, Director of Claims.

Even better, AXA launched a customer version of eServe that enables policyholders to directly access information about their claims – another boost to customer satisfaction.

Solution Capabilities

⎮ **Real-time status tracking** of insurance claims for 3000+ brokers

⎮ **Clear identification of suppliers** allocated to claims (repair shops, for example)

⎮ **Clear identification of the next steps** and timelines in the workflow for each individual claim

Now, Digital Innovation is in AXA's Future
RESULT

Using OutSystems, AXA plans to continuously improve the eServe portal so it can provide additional benefits to brokers and customers. Since the platform is scalable, adding more brokers and more features isn't a problem. And changes can be made without disruption.

Perhaps more importantly, OutSystems gave AXA the vision and means to **achieve future legacy system modernization** and digital transformation across the organization.

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About OutSystems
OutSystems is the number one platform for low-code rapid application development. Thousands of customers worldwide trust OutSystems as the only solution that combines the power of lowcode development with advanced mobile capabilities, enabling visual development of entire application portfolios that easily integrate with existing systems.

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