DIGITAL AGENDA

A round-up of the latest worldwide digital initiatives for clients and brokers from Allianz Global Corporate & Specialty (AGCS)

June 2019

DIGITAL CLAIMS SERVICES

Utilizing the latest technological innovations to improve the claims journey experience for our clients is a fundamental focus at AGCS. In doing so, we strive for a simpler, faster and more personalized claims process for our customers. We are taking advantage of drone technology as well as satellite imagery to be quicker in assessing losses at hard-to-access claims sites or after natural catastrophes. The use of Internet of Things sensors and how they can help mitigate losses through tracking and monitoring across marine cargo and industrial equipment is also being explored.

Automated claims processing to accelerate smaller claims is another focus area, while automated text extraction from loss notifications is also in development so we can simplify the process for our customers. Our long-term vision is to provide a self-service claims portal to our customers that allows for a comprehensive overview of the claims process.

DATA ANALYTICS - CLAIMS

We have a dedicated claims team for data analytics. Analyzing the vast amount of claims data that AGCS has access to allows us to identify new loss trends we can share with clients to support loss prevention and mitigation.

ROBOTIC PROCESS AUTOMATION

With Robotic Process Automation, we already have over 80 active bots in place, with further applications in development. Focusing on data entry and extraction or policy administration, these bots are helping to increase service turnaround times while maintaining a zero error rate.

BLOCKCHAIN

By exploring Blockchain, AGCS is working with one of the technologies driving the most exciting advancements in the corporate insurance industry. After the successful development of a Blockchain prototype for managing a captive insurance program, we are currently exploring a token-based payment system to make financial transactions more efficient – both internally and for our clients.
AGCS offers clients and brokers a number of portals that allow easy access to our products and services. These include, but are not limited to, myAGCS.com, which provides clients and their brokers with secure online access to key information and comprehensive risk management reporting for International Insurance Programs, and our platform for worker’s compensation and commercial auto package products in the US, AllianzGo. Also, with MySmartGate we have a distribution and underwriting platform for Financial Lines and Entertainment products and services focusing on smaller and mid-sized customers.

RISK ANALYSIS

Using data analytics, we are improving our ability to analyze and predict risks of the future across all lines of business. Whether it is our partnerships with Guidewire Cyence™ for cyber risk analytics, or with Insurtech analytics company Praedicat for understanding emerging liability risk, the combination of big data and predictive modeling services are key to meeting our clients’ needs. We are also currently developing Business Interruption risk solutions which would offer a holistic digital approach to manage and assess business interruption and supply chain exposures. Together with Mirror Technologies, we are offering an app free mobile client solution for capturing photos, videos and uploading documents, simplifying remote risk assessments and follow-up recommendations. Also our Virtual Factory project uses 3D mapping to virtually recreate clients’ scanned facilities, allowing us to assess, report and communicate online with the client on specific risks at the location.

DIGITAL TRANSFORMATION
THE XSE TEAM

Our Cross-Functional Smart Evolution team (XSE) identifies the digital transformation needs of AGCS and our customers while investigating possible solutions. Through a combination of innovation, data science and technology, XSE works across AGCS and with external partners to identify solutions to the most pressing business problems, alongside current and future trends.

With projects using Machine Learning, Artificial Intelligence, Internet of Things, distributed ledger (Blockchain) and many others, XSE challenges the way we interact with and support our clients. The scope is broad, covering products, services and challenging existing business models, but the focus clear: putting innovation and transformation at the heart of AGCS.

RISK ANALYSIS

Using data analytics, we are improving our ability to analyze and predict risks of the future across all lines of business. Whether it is our partnerships with Guidewire Cyence™ for cyber risk analytics, or with Insurtech analytics company Praedicat for understanding emerging liability risk, the combination of big data and predictive modeling services are key to meeting our clients’ needs. We are also currently developing Business Interruption risk solutions which would offer a holistic digital approach to manage and assess business interruption and supply chain exposures. Together with Mirror Technologies, we are offering an app free mobile client solution for capturing photos, videos and uploading documents, simplifying remote risk assessments and follow-up recommendations. Also our Virtual Factory project uses 3D mapping to virtually recreate clients’ scanned facilities, allowing us to assess, report and communicate online with the client on specific risks at the location.

TREND COMPASS

The AGCS Trend Compass is one of multiple XSE projects in 2019. The new strategic tool identifies those trends that will fundamentally redefine value creation, business and delivery models and internal organizations – for our customers as well as for AGCS.

XSE Contact:
Michele Williams, Head of XSE
Phone +49 89 3800 5901
Mobile +49 152 54615640
michele.williams@allianz.com

For more info:

Please contact your local AGCS representative or AGCS Global Broker Management (London UK):
gavin.lillywhite@allianz.com
Phone +44 (0) 203 451 3665
Mobile +44 (0) 7747 790325
www.agcs.allianz.com

Copyright © 2019 Allianz Global Corporate & Specialty SE. All rights reserved. The material contained in this publication is designed to provide general information only. Whilst every effort has been made to ensure that the information provided is accurate, this information is provided without any representation or warranty of any kind about its accuracy and Allianz Global Corporate & Specialty SE cannot be held responsible for any mistakes or omissions.