REINSURANCE
SOLUTIONS

MODULAR PLATFORM FOR
EVERY REINSURANCE NEED

Insurance Solutions
# At a Click

Delonia
SOFTWARE

INTRODUCTION

Delonia Software provides services and solutions based on most of the market technology platforms and tools.

In this document we describe our experience and knowledge on Reinsurance Platforms, acquired during years of projects with different customers around the world.

To provide a clear and structured view of what features and capabilities has Delonia's solutions, we specify a high level description of the different modules and systems we've been working on in the last year.

The different Reinsurance Solutions we have provided to our customers are based in different modules that can be integrated or function independently. In the following pages we describe, as combinable packages, the most demanded modules.
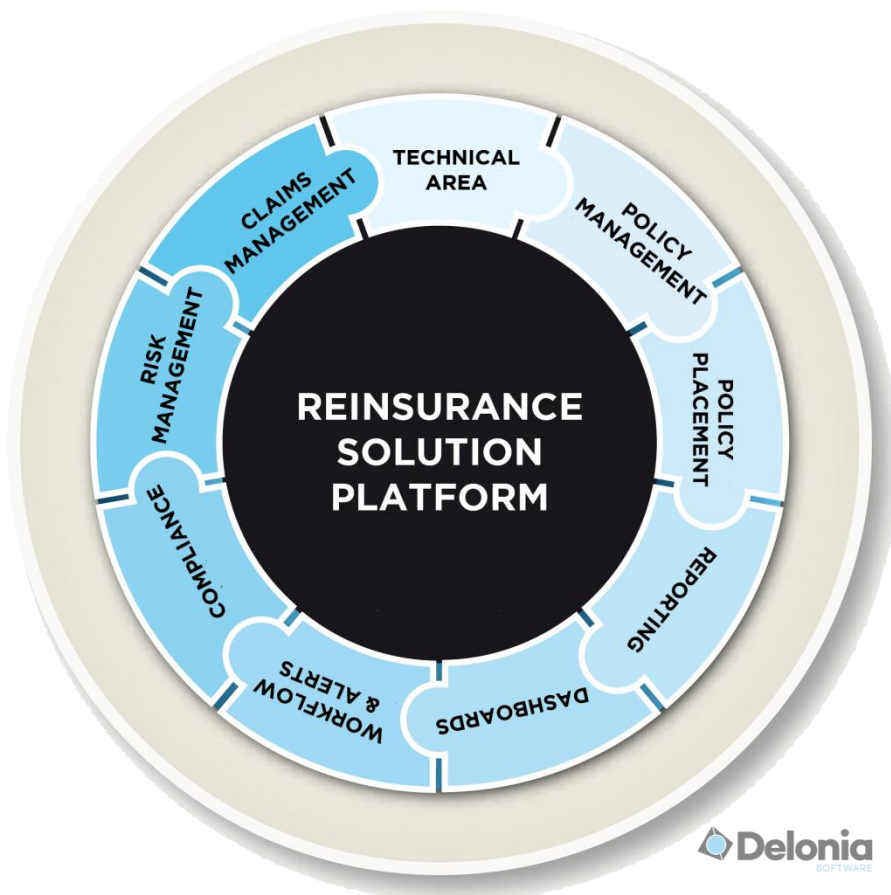
FOUNDATION

The Reinsurance solutions we provide are based on a solid foundation which allows the system to adapt to any customer business and technology conditions.

These are a few of the main characteristics of the Reinsurance Platform Foundation:

1. Structured risks are critical to maintain a well-organized and flexible solution, providing capacity of segmentation, aggregation and complex analytics.
2. Meta-data is an inherent part of each module and functional system. It enables a wide range of configurations, customizations and functional extensibility at every level.
3. Focus on the business specialties. Because every company is different, so the IT systems must be. Understanding the business and the corporation strategies is a key factor: at Delonia we configure the systems to get exactly what our customers require.
4. We use technology standards, allowing a direct and painless integration with customer's IT infrastructure (i.e. ERP, CRM) or with third parties systems (Brokers, Comparison sites, ESBs, Insurers & Reinsurers web services and any others).
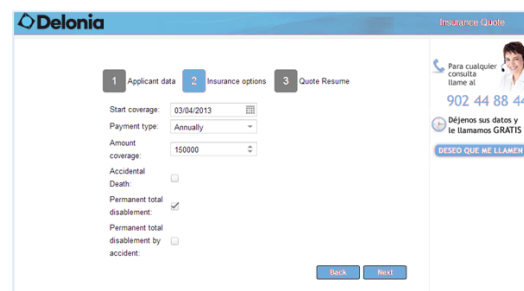
TECHNICAL AREA

Reinsurance companies require a strong base for the insurance operations, relaying on the Technical Area to build and manage the products to accept and reinsured risks from and to the market.

Delonia understands the importance of the actuarial rules and structures, so the solutions we propose are always aligned with technical criteria.

The Reinsurance Platform uses a technical structure of Risks, Programs, Line of Business and Guaranties. It also allows multiple definitions of Reinsurance contracts, allowing complex reinsurance protection tables and layers.

It includes enhanced premium calculation systems, configurable per program, renewal or customer.

All these configurations are combined to multi-currency support, insurance and co-insurance acceptance rules and many other reinsurance operations.

POLICY MANAGEMENT

Contracts are the base for reinsurance management: this module consists on structured storage and functionality around contracts, both for accepted and reinsured risks.

Using a powerful meta-data engine, the Policy Management Module can process the following actions, supporting the full life-cycle of the policy contracts:

- Submission, including workflow for validation, signature and accounting.
- Commissions and taxes configuration, calculation rules and aggregation.
- Endorsements, contract extension, amendments.
- Renewals based on annual or other period programs.
- Easily integrated with an ERP (i.e. SAP), provides accounting information.

PLACEMENT MODULE

The policy placement module helps the company to find market quotations to specific risks. It's a very valuable system for Brokers and Agents, as for insurers and reinsurers with a difficult market to reinsure to.

Delonia's technical team has successfully worked on very complex placement systems, as the Eurotrade platform developed for Marsh in 15 European countries.

The placement solution uses the Policy Management structures to define products, coverages and specific requirements. These risks are sent for quotation to companies, which offer premiums and conditions.

Simple reinsurances or complex layers and excess contracts may be elaborated from this placement negotiation tool. It also serves as an endorsement quotation system and market consultation platform.

CLAIMS MANAGEMENT

After contract management, Claims is the most important entity for a Reinsurance company. The ability to manage the different players in a reinsured loss is key to provide a good service to the end customer, as to maintain a healthy reserve policy.

Our experience with Claims Management for Insurance, Reinsurance, Brokers and Captive companies, results on a wide range of solutions for each and every company:

- Meta-data based incident / claim data capture.
- Customized workflow, including notifications, alerts and task management.
- Advanced payment management, interacting with reserves and expenses registration.
- Currency exchange rates, acceptance and reinsurance percentages.
- Key indicators for quality analysis, process tracking and threshold alarms.

When managing reinsured claims, the module offers complete tracking of the different reserve and payments variation, supporting companies' communications.

REPORTING MODULE

Conceived to provide information and analytics to the different departments and business areas of the company, the Reporting module is a powerful tool for data extraction and analytics.
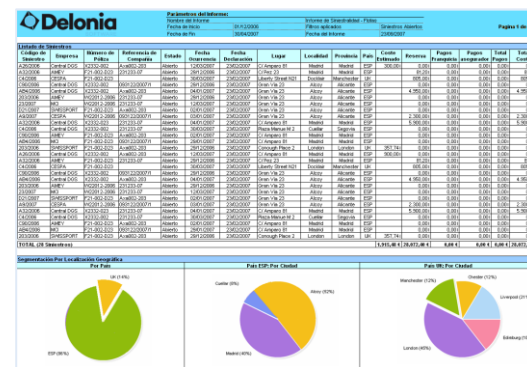
Apart from listings and basic reporting, exportable to Excel and / or PDF formats, this module can do much more:

- Configurable querying to policy, claims or other modules data

- Personalized templates to export charts, pivot tables or any other Excel supported report tools.
- Aggregation and segmentation of business data.
- Scheduled reports, which can be automatically sent to defined recipients.

DASHBOARDS

The dashboards, or control panels, are an extension of the previous reporting module.

These dashboards extend the functionality of reports and analytics, providing a Real-Time of each aspect of the company stored or managed from the Platform.
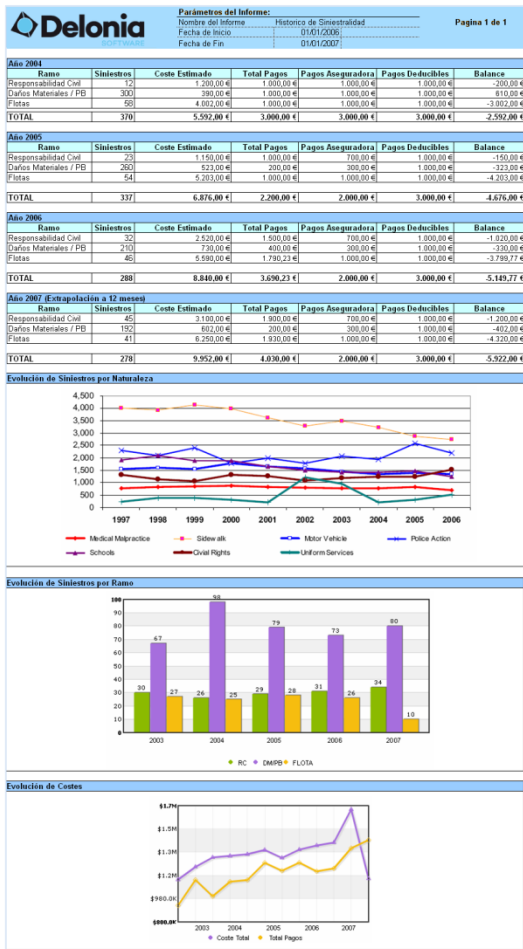
One example could be the reserve evolution, current status and currency exposure in real-time. It may be aggregated by country, LoB, Program or Claim cause.

Apart from providing actual information, evaluating positions and exposures, the information is presented on screen for an interactive experience:

- Filter the data, aggregate or decompose the different dimensions and categories.
- Drill drown to get a higher detail of the information, i.e. claim total cost per regions within a specific country.
- Obtain detailed lists of the claims / contracts responsible of certain information, such as high claim / premium rates.
- Establish threshold values on certain indicators or values, so the system generates alerts to management teams.

WORKFLOW & ALERTS

As previously described, the Reinsurance platform uses a complex Workflow Engine which provides functionalities to all the other modules.

This engine monitors the applications database and manages tasks and business rules. Using a customized configuration, we can specify alerts to be triggered on different events (for example tasks depending on Claims lifecycle, messages prior contract payment due date, or alerts on excessive variation of exchange rates).
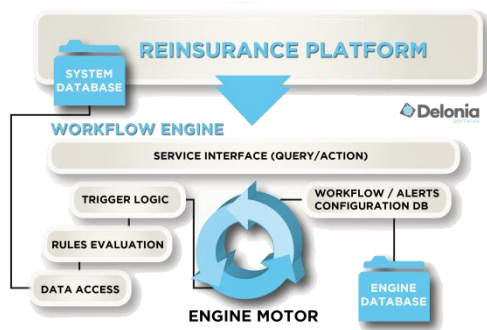
The workflow uses the meta-data structure of contracts and claims to control specific changes on the information: this capacity enables the company to maximize the supervision and audit of any reinsurance management process.

COMPLIANCE & AUDITING

Solvency II is the latest compliance regulation, but many others may be satisfied within a Reinsurance company.

At Delonia we have a vast experience with MIFID, Intellectual Property, Data Protection, SOX, Business Continuity Plan and Solvency II requirements, between others.

From auditing point of view, the platform can store trace of each and every access, data visualization and transaction performed within the different modules of the system.

From Solvency II we can provide support for technical risk solvency analysis and QRTs automatic generation. Currently we are working on integration with certain country regulators, so the information can be transferred every month / semester to the agency with the minimum human intervention (just validation and authorization). We also provide Process Consultancy and Documentation services.

We partner with specialized reinsurance business consultancy firms, when it's required a customized solution involving Pillars I & II of Solvency II regulation.

RISK MANAGEMENT

When the companies want to provide added value services, Risk Management acquires a big importance.

Once we have all the data from a specific customer, market or program, it's easy to provide advanced analytics and reporting to extract risk specific information.

Knowing the most costly risks, the mayor accumulation of claims per region or the most used deductible within a program is valuable information for the customers or companies involved.
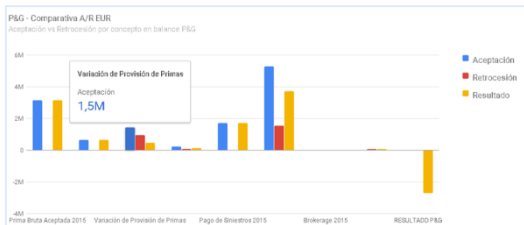
We can measure the exposed risk, the business interruption caused by delays or bottlenecks in Claims Management Process, and help the companies and customers to improve their insurance strategy.

Decision making support is provided from elaborated dashboards and applications, accessible from web and mobile devices, accessing results within a single click:

Advanced analytics, combining all the previous modules, may add interesting insight on claims causes and natures, affected structures and, finally, identifying mitigation actions to improve the overall insurance / reinsurance costs.

OTHER INSURANCE SOLUTIONS

Our wide range of solutions for the Insurance Industry reaches every business area and activity. We have been providing IT solutions and services to Insurers, Reinsurers, Captives and Brokers: some of these solutions are presented here.

INSURERS
Policy Subscription
Online quoting
Health Claims
Claims Management
ESB Integrations

REINSURERS
Technical Area
Reinsurance Claims
Programs
Accounting
IBNR

BROKERS
Placement
Claims Management
Policy Management
Content Managem.
B2B Integrations

INSUREDS
Claims Management
Assets Coverage
Online Dashboards
Analytics
Digital Policy

CORPORATE
Risk Management
Insurance Costs
Mitigation Actions
Captive Solutions
Employee Benefits

HORIZONTAL
Mobility Solutions
Solvency II
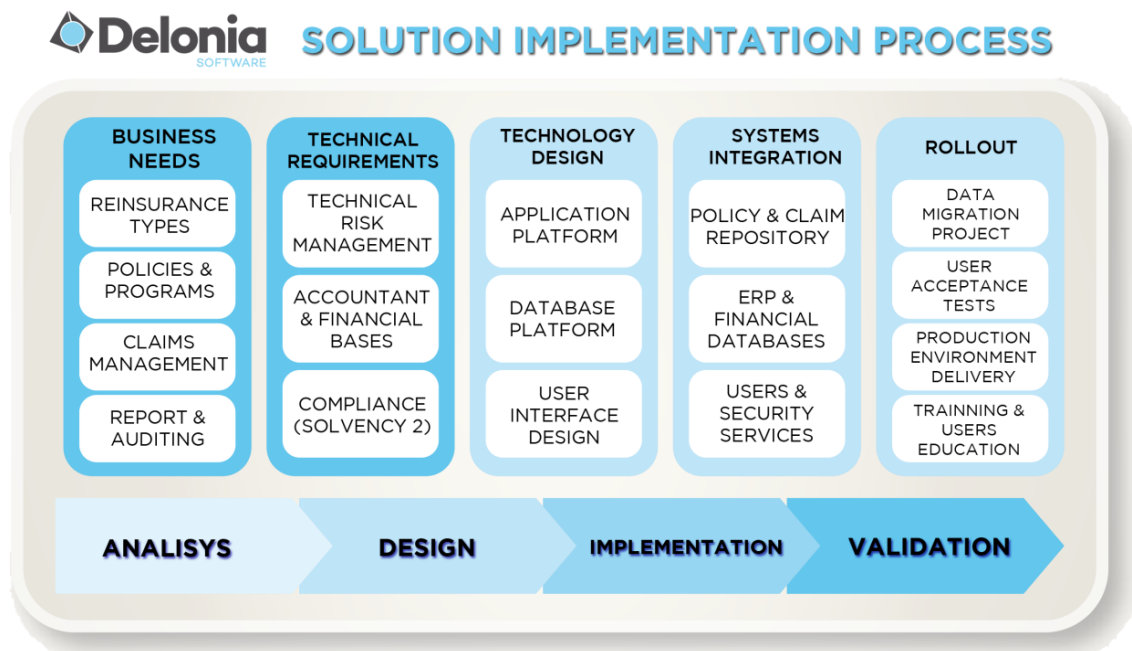QRTs, Reporting
Social Media
BPM

Delonia offers its talented and experienced team, international project management, software development capabilities and solutions delivery and integration. From requirements analysis to system integration, tailor-made software platforms and customized industry-specific solutions, Delonia is your IT provider insurance.

TALENT   DEVELOPMENT   SOLUTIONS

HOW DO WE WORK?

Delonia Software offers a team of professionals with international experience and specific knowledge of Insurance and Reinsurance industry.

We approach every project differently, analyzing the business and technical requirements, designing the solutions and integrations needed and planning the implementation and validation of the systems as part of the rollout of the resulting systems.

Delonia SOFTWARE — SOLUTION IMPLEMENTATION PROCESS

BUSINESS NEEDS	TECHNICAL REQUIREMENTS	TECHNOLOGY DESIGN	SYSTEMS INTEGRATION	ROLLOUT
REINSURANCE TYPES	TECHNICAL RISK MANAGEMENT	APPLICATION PLATFORM	POLICY & CLAIM REPOSITORY	DATA MIGRATION PROJECT
POLICIES & PROGRAMS	ACCOUNTANT & FINANCIAL BASES	DATABASE PLATFORM	ERP & FINANCIAL DATABASES	USER ACCEPTANCE TESTS
CLAIMS MANAGEMENT	COMPLIANCE (SOLVENCY 2)	USER INTERFACE DESIGN	USERS & SECURITY SERVICES	PRODUCTION ENVIRONMENT DELIVERY
REPORT & AUDITING				TRAINNING & USERS EDUCATION

ANALISYS → **DESIGN** → **IMPLEMENTATION** → **VALIDATION**

Quality is a priority for Delonia, as we apply strict standards to each and every phase of the projects we participate in. Documented quality plan and test plan is generated to align user validation with IT deliverables, and integration and security tests are performed as part of our methodology.

Our understanding of your needs and requirements is the base of our capacity to successfully deliver the solution you are looking for.

TGM 254
GGR 2 N25.4

25.34
54.57
20 JH

GTR 547
G47

TRACKING
RETINA PATH

Delonia
SOFTWARE