

UPM2
AGENCY SUITE

Grow your business Your way

**The most comprehensive Underwriting Process
Management Solution for Insurance Agencies**

Improve operational efficiency • Accelerate revenue growth
Automate your operations • Build your channel loyalty
Deliver a great customer experience



“ We knew we needed to change how we work to grow our business. The UPM solution and Gratex’ specific expertise in our underwriting business made it possible to re-model our operations. They brought fresh, yet practical thinking to the table. ”

Mark Osborn, Executive Chairman, Protecsure



Realise the potential of your business

Specifically designed for Insurance Agencies in Australia and New Zealand, Gratex International's UPM 2 Insurance Agency Suite is a fully integrated, comprehensive Business Management System that unifies all underwriting process management functions and can be delivered as an on-demand service. It gives you the flexibility to capture and automate your specific work procedures, so that your company's IP and competitive advantage is not only protected, but can be scaled in an affordable way.

It was built for agencies that are striving to run more efficient and automated operations to unlock the growth potential of their business and optimise profitability. It allows your management team to execute business strategy with confidence and have instant access to performance reporting which enables them to respond rapidly to challenges and opportunities in the market.

UPM 2 Insurance Agency Suite delivers the benefits of large-scale business applications without the burden of managing IT infrastructure and is supported by a local team of business process experts with deep operational insurance industry expertise.

By partnering with Gratex International you can leverage over 20 years insurance industry knowledge and experience. You can be confident in successful system implementations that deliver predictable operational improvements. Our team at Gratex is not only implementing a technology solution, our consultants work proactively with you to design the most efficient business process that is tailored to your business practises.



Jumpstart your business

Costs down, Revenue up

Margin pressure. Regulatory change. Improving Customer Experience. Switching customers. New competitors and business models. Faster time to market. More products with more options. Demanding service response times. More and more business transacted online. Access to information from any device.

Do you think there is a better way to navigate through these challenges?

Build Channel Performance

The way an insurance agency services intermediaries and brokers influences their loyalty and performance.

Your ability to compete for your channel's attention is dependent on well designed and functional online service portals, which reduce their cost of doing business with you.

At the same time, your operational service cost can be reduced through online service processes, while giving more flexibility to your channel.

Optimise Renewal Rates

Renewing or losing a customer is only one click away. The internal and external processes across the policy management life cycle **require remodeling with customer experience in the centre.**

This is especially challenging for Insurance Agencies who need to outperform large budget e-commerce websites of direct selling insurers.

The improvement and automation of your renewal process workflows ensure that the customer is managed in a proactive way that results in higher loyalty and, as a result, reduced customer attrition.

Reduce Time to Market

Product development has always been the strength of insurance agencies servicing specific market segments.

Competitive pressures and new business models put pressure on reducing time to market for new products. In addition, direct customers and intermediaries demand more product options and choice. To protect market segments, maintain renewal rates and achieve growth, the **speed and agility of taking new and increasingly complex products to market has become a key competitive advantage.**



Improve Operational Efficiency through Automation

Traditional operational processes have been relying heavily on a skilled workforce with industry experience. The change from manual work to automated, online enabled processes reduces your dependency on highly skilled, experienced staff.

Running your operations on robust business systems, that can deliver information to any device, and create a great customer experience has become critical to your business.

Insurance agencies need **to find a way to break the 'more policies - more people' conundrum through better systems** so that increased revenues can also deliver greater margin.



" We know that 'speed' is the most important factor for us to be competitive. At the same time we need to manage risk. We can do both at the same time with the UPM solution. It really is the faster-better-low-cost formula. Our channel really benefits from the flexibility we can now provide. "

*Tony Mitchell
Managing Director, Protecsure*

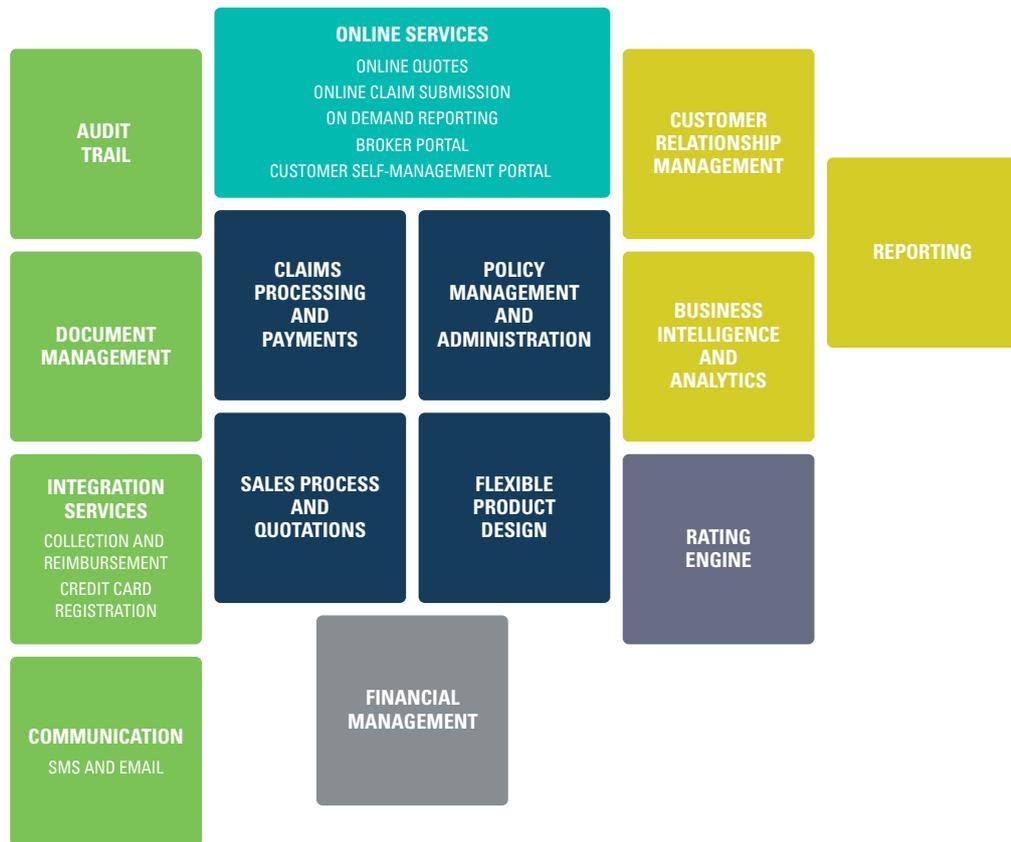
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If you are considering options to address these challenges and re-model your business for the future, Gratex International can help. We combine our specific expertise in insurance agency business process improvement combined with the industry leading UPM2 Suite to help you achieve your business objectives.

Specifically designed for Underwriting Agencies

UPM 2 Agency Suite is the most comprehensive and flexible on-demand or on premise business solution at an affordable price that will deliver measurable return on investment and is supported by a local team of industry experts.

Fully configurable to suit your agency's specific requirements and procedures, UPM 2 Agency Suite supports your employees and brokers through each step of your business processes, delivers in-built service to improve the customer experience and gives management the information to make the right decision at the right time:



“ At GT Insurance, we take pride in our outstanding service levels. It would have been counterproductive to shoehorn our operations into a system. We need to do business our way but still need one integrated system across all our functions to realise the efficiency gains ... ”
Glenn Lambert, Managing Director, Global Transport

➤ **Claims and Payment Processing**

Automated and manual claims assessment

Management approval throughout claim lifecycle

Automated claim disbursement

➤ **Financial Management**

Cash allocation and cash matching

Premium collection, instalments

Flexible payment periods, bank integration

Bank reconciliation

➤ **Quotation and Sales Process**

Online quoting, bind cover, proposal

Automated referral for quotes outside acceptable risk

Automatic document generation

In-built rating and rule engines

Support for various payment methods

➤ **Document Management**

Enables the paperless office

Data driven document generation engine

Stores any incoming or outgoing communication

Quotes/Policies are linked to Claims

➤ **Policy Management and Administration**

Single combined policy with bundles products

Endorsements/mid-term adjustments

Rules based cancelations

Automated and manual renewals, reserve management

➤ **Online Services**

Empower brokers and customers to access information any time

Enable secure, on-line self service

Scale broker business without additional staff

➤ **Flexible Product Design**

Rapid product creation and delivery to market

Automatically enforce promotions, discounts, limits, coverage based on underwriting questions

Rate changes for products without development

➤ **Business Intelligence and Analytics**

Instant view of performance measures

Interactive dashboard and scorecard reports

Alert and threshold triggers for reports

Subscribe function for regular reports

Reap the Benefits

Grow profitably

Insurance Agencies have valuable, industry experienced employees that work hard to deliver highest service standards to direct customers and intermediaries while navigating within a stringent regulatory environment. At the same time, there is a definite limitation to the productivity of employees if they are held back by manual procedures.

Automated processes allow staff to significantly increase their productivity and off-load manual repetitive work to a reliable business management system. Operational capacity is freed up to scale, while reducing the cost per unit.



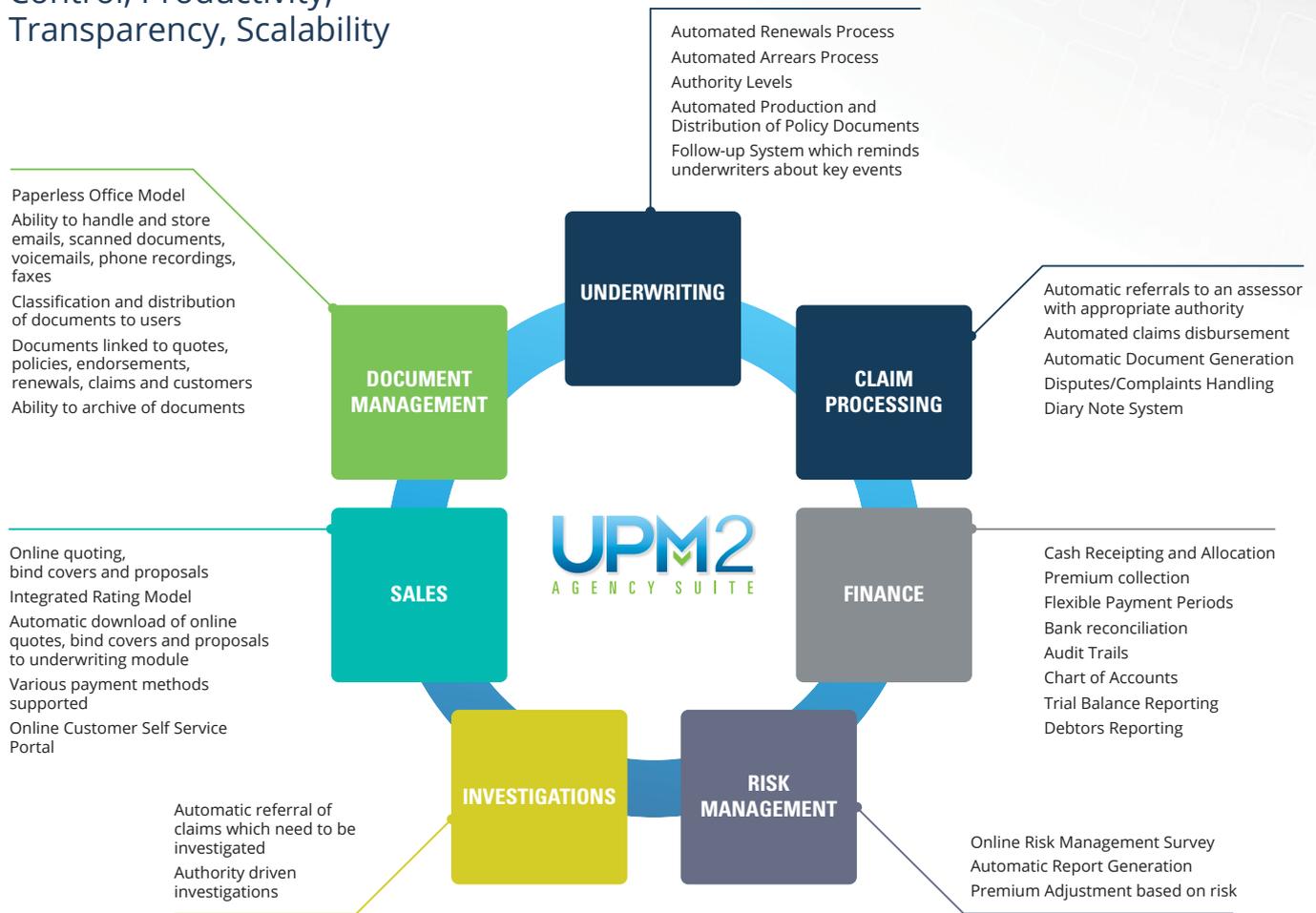
Automate routine tasks and streamline your processes. Enable your employees to focus more on value adding activities and handle a higher volume of transactions. On-boarding of new employees is faster, easier and requires less supervision.

Deliver a business portal through online services that allow at any time secure access to services such as policy information, quotation generation and claim management. Fast and flexible self service options not only improve direct customer and broker performance, it allows you also to reduce manual workload and staff overheads.

Rely on strong governance through business rules which are specific to your operations and built into the automated process flows. This ensures that that work procedures are right first time and consistent while the potential for human error is reduced.

Manage Operational Risk pro-actively through automated rate calculation and monitoring of all policy premiums. Elements such as promotions, discounts, eligibilities can be easily and quickly applied and automatically monitored. Comprehensive audit trails can be easily created to meet regulatory requirements.

Automation with UPM 2
Control, Productivity,
Transparency, Scalability



Simplify your IT operations through on-demand or hosted deployment models that are run by local experts who understand your business and work pro-actively with you to continuously improve operational performance.

Capitalise on market opportunity with the capability to reduce time to market for new products

to a matter of weeks. Compete more effectively with a more agile and competitive business model.

See instantly how your business performs across all relevant KPIs and get a 360-degree visibility. Automatic alerts will direct you immediately to any issues you need to attend to. You can act quickly based on facts that are up to date and point you directly to the problem area.



“ Migrating to the UPM solution allowed PetSure to retire aging IT systems and automate processes enabling greater productivity and simplicity. ” **Alex Thomas, CEO, PetSure**

We implement it your way

What kind of partnership would you like?

The UPM 2 Agency Suite can be implemented on your premises and managed by your existing IT team, or entirely managed and hosted by Gratex International in a local datacentre ensuring full compliance with local data management related legislation. You can acquire the system through an operational expensed subscription model or invest your capital and buy it outright. If you partner with Gratex, your systems are supported and maintained by experts that not only understand IT, but also understand your business. In addition to the management of your business management system, the Gratex team can also help you with any IT Managed Services you may require.

How can you protect your existing investment?

Over the years you may have invested significantly in systems and infrastructure. However, it may lack functionality or integration with other systems. This can impose unnecessary and costly manual work like frequent re-keying of data. The UPM 2 Insurance Agency Suite consists of modules which can be implemented separately, or as an end-to-end

system. Gratex consultants can then help you to integrate UPM with your existing systems. This way you can deploy processes and systems at the right pace for your business, and support it with the right business case.

How can you minimize the burden on your business-as-usual operations

At Gratex we understand that new systems can be disruptive to your day to day business. We work carefully with you to minimise any impact, and enable a smooth and painless transition at the pace of your business.

No matter if you want to introduce new functionality step by step over a longer period of time, or change your entire operations in one big project, we work with you to achieve the best outcome and keep business-as-usual going.



“ Choosing the right provider is absolutely not about technology. It is about a crucial, long term business partnership that makes or breaks our business.

The Gratex team has not only always delivered but they have challenged our old ways and helped us to re-think and improve our specific way of doing business. ”

Peter Rogl, General Manager Underwriting & Technical Services, Global Transport

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How will you ensure you get the return on your investment through higher productivity?

As we configure the UPM 2 Insurance Agency Suite according to your work processes, your employees will find it easy to use the system and gain very quickly significant productivity advantages. We work closely with you on the appropriate training schedule and ensure that your employees get the best out of the system.

You will benefit from shorter on-boarding timeframes and offering a more attractive, modern workplace for your staff and talent in the market.

How will we help you manage a successful transition from old to new systems and processes?

Implementing change while running business-as-usual can be a daunting task. At Gratex, we not only ensure that your systems will run reliably, but also focus on successful change management. From design to implementation, we care about people, processes and systems working in harmony, while delivering business results.





Gratex International, founded in Europe in 1991, is a business systems solution house with offices in Australia, Europe and Korea. More than 350 specialists globally, develop and support specialised business management software solutions for some of the world's largest finance and insurance organisations.

Since 1999, Gratex Australia has been a leading business systems solution provider for the local Insurance Industry, providing software application development, cloud strategies and end-to-end IT services. With a local team and local data centre, Gratex can provide end-to-end hosted services in a secure, reliable and fully managed environment.

Bringing insurance industry specific Business Process Improvement experience, System Development and deep IT Managed Services expertise together in one agile team allows Gratex International to deliver exceptional service to Insurance Agencies in Australia and New Zealand.

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