

INSURANCE



Any of this sound familiar?

NONE OF YOUR SYSTEMS INTEGRATE PROPERLY

Managing claims is a struggle. Sure, it all gets done, but it could be slicker. All your systems for processing, managing, notifying and paying claims work ok, but they don't really work together. And the way you communicate with agents, brokers and third parties varies with each one.

THERE'S NO SUCH THING AS A STANDARD PROCESS

So, you have separate processes and systems for everything. Eventually, they simply stopped being used. And, steering people away from spreadsheets and emails towards a standardised system is particularly difficult when that system doesn't work properly.

YOU HAD SYSTEMS BUILT, BUT THEY DON'T DO WHAT THEY PROMISED

Maybe you had a completely bespoke system designed and coded for you and it probably took longer and cost a lot more than you thought it would. Even if it worked perfectly on day one, the needs of your business changed.

So, now you have several systems, sellotaped together. Even 'off the shelf' packages that had to be modified to meet your needs. All of which makes it harder for your business to remain agile.

TOO MANY POINT SOLUTIONS, SPREADSHEETS AND WORKAROUNDS

Spreadsheets and email are useful tools, but using them to manage complex processes can get pretty messy. One of the main problems is that it's all down to that one person. If they're not around or busy elsewhere, issues can arise and no one is aware of it.

IT GETS HARDER AND HARDER TO KEEP TRACK OF DATA

On premise, Cloud based, even overseas - information is everywhere. Keeping track gets more complicated with each new data store. Your dream of a "single source of truth" for customer data is shattered. Duplication is inevitable and good governance is virtually impossible.

YOU'RE LOOKING INTO A WHOLE NEW SOLUTION - BUT IT TAKES FOREVER

You start designing a complete revamp, so you can finally get everything you need in one place. But it's going to take ages. Six months? Twelve? Eighteen? By the time it's up and running it'll already be out of date. As is so often the case, process and bureaucracy gets in the way of fresh thinking and innovation.

WHAT IF THERE WAS ANOTHER WAY?

- One platform that works in harmony to enhance and extend your existing infrastructure.
- Rapidly build applications that knit together legacy systems into compelling end-to-end, user journeys.
- Integrate your discrete systems, allowing both you and your customers to see everything they need to at once, without the need for niche point solutions and workarounds.
- An easily changeable, digital business platform that you can tailor to build the applications you really need, using a drag and drop interface.

This is Low-code. Digital process automation and multiple applications on one platform, built around what you need, right now. One platform that will process and manage your data, and integrate with legacy systems across your whole business.

As well as connecting people, processes, applications, offices and devices, it will help you provide a consistent and engaging customer experience, while you increase efficiency and reduce costs.



There's so much more to MATS - see a demo today.

www.matssoft.com/request-demo

Or call us on **+44 (0) 330 363 0300**



➤ About MatsSoft

MatsSoft is on a mission to close the Process Execution Gap - the gap between the people who know what they want to improve, and the coders who make it happen. We set out to create a new kind of process improvement platform - one that eliminates coding and complexity, making it easy for process people to make the changes they want to make.

Today, our Low-code development platform, MATS, is used by process improvers, customer champions, innovation leaders and IT teams in organizations across the globe. Customers include Nationwide Building Society, Coca-cola, FedEx, Santander, Thomas Cook, Barclaycard, RBS, GOV.UK and HM Coastguard.

Find out more at www.matssoft.com