FSConnect
Workers’ Compensation

Leverages industry leading practices to simplify and accelerate sales, service and marketing transformations. Built-in Guidewire integrations positions Salesforce as an orchestrator of critical workflows, potentially reducing duplicative spend associated with RPA and Low-Code, No-Code tools.

Effortlessly connects with Generative AI Powered Smart Ingestion for smoother data sharing between brokers and underwriters.

Reduces transformation risk, while increasing speed to market by 20% - 30%.

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FEATURES

Seamless Integration With Guidewire
Integration with Guidewire Insurance Suite offers seamless access to up-to-the-minute data for carriers and agencies. This enables quicker quote generation, billing, and claims processing, improves the user experience and minimizes delays and mistakes. The time it takes to provide quotes and finalize agreements is reduced significantly, and carrier service teams gain a unified view of information directly from Guidewire Core Systems.

Persona-Driven Journey Design
Journey design crafted to closely align with the needs of different personas. Behavioral modeling drives wins across carriers and agencies - e.g., the broker journey acknowledges motivations around production maximization, and the information provided helps brokers sharpen their focus on new business and renewals.

Generative AI Powered Smart Ingestion
Connects seamlessly with Deloitte’s Generative AI Powered Smart Ingestion tool to greatly speed up processes and enable personalized communication between brokers and underwriters. Submitted PDFs and scanned documents are analyzed for missing data / signatures, and Generative AI is used to draft broker communications, potentially reducing what used to take hours or days to just seconds, while preserving the communication thread for easy reference.

Salesforce Orchestration Across Core Functions
Extends use of Salesforce to orchestrate workflows, controlling licensing spend on other enablers (e.g., low-code, no-code and RPA platforms). In addition, the use of Salesforce as an orchestration mechanism puts policyholders and brokers at the center of workflow design, controls data motion across a tapestry of different systems, and eases the governance effort significantly.

BENEFITS

Optimized Effort Spend: Guided journeys carefully tailored and enhanced using automated data pre-fills, which reduces keystrokes to completion for common tasks

Quicker Cycle Times: Guidewire integration eliminates or reduces wait times, as a result of instant quotes and access to real-time data from core systems

Reduced Duplicative Spend: Positioning Salesforce in the center of workflows may help control spend on RPA, low-code, no-code platforms and/or integration platforms

Personalized Communications: Communications loop during document ingestion (e.g., new business, claims, etc.) hyper-personalized by leveraging Generative AI

SOLUTION ECOSYSTEM

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