



# Insurance Practice Consulting Services



## Why We Should Partner Together

The insurance industry is constantly evolving. Are you prepared for the challenges ahead?

Remaining flexible while embracing reliable systems and efficient processes is the key to insurer success.

We believe success is the combination of providing extraordinary service and creating long-lasting value for those around us.

Centric is a consulting firm that guides you in the search for answers to complex business and technology problems.

## Overcoming Your Challenges

As a Property & Casualty or Life & Annuity insurer, you're facing multiple industry challenges including driving efficiency, realizing value from innovation, creating differentiation and engaging customers.

Carriers and brokers must bring innovative solutions to the insurance value chain to remain competitive.

### EFFICIENCY

- Through modernizing systems and automating processes, we improve your internal operating costs and speed to market.

### MONETIZING INNOVATION

- With the right insurtech innovation applied to your business strategy, we help maximize your investment.

### SPECIALIZATION/DIFFERENTIATION

- By enabling product development and specialization, we maximize the value of your programs and agent/broker relationships.

### CUSTOMER ENGAGEMENT

- Customer experience is important to you. We establish effective communication that's amplified by digital technologies and marketing automation.



# 180+

INSURANCE RESOURCES

In-depth experience in the Property and Casualty and Life Insurance industries.



# 625+

PROJECTS DELIVERED

Delivered high-profile projects for 60+ carriers throughout the U.S.



# Best

CONSULTING FIRM

Ranked in Forbes among Best Management Consulting Firms four times.

In every project, you get a trusted Centric advisor averaging over 15 years of experience and the best talent from across the United States and India. Centric deliberately builds teams that can scale up or down quickly based on client needs, industry and desired outcome.

## How Your Business Can Achieve More

### EFFICIENCY

#### ORGANIZATIONAL CHANGE MANAGEMENT

Manage the organizational change, communication, and training required to maximize the value attained from your strategic initiatives.

#### BUSINESS PROCESS IMPROVEMENT / AUTOMATION

Improve internal operating costs and processes by using proven Lean Six Sigma process improvement techniques and automation through Robotic Process Automation (RPA).

#### CORE SYSTEMS MODERNIZATION

Rationalize and modernize core internal systems by applying proven application architecture assessment practices and functional knowledge of core insurance processes.

### SPECIALIZATION

#### DATA & ANALYTICS

Implement proven BI accelerators catered to the insurance industry and drive growth with our Insurance Analytics Platform.

### MONETIZING INNOVATION

#### CLOUD

Enable innovation in cloud computing and leverage efficiency through DevOps.

#### IT STRATEGY

Facilitate delivery of business strategy through a practical and repeatable process tied to the insurance value chain.

#### INSURTECH INTEGRATION

Design and deliver integration strategies that seamlessly tie innovative insurtech solutions into your core systems and processes.

### CUSTOMER ENGAGEMENT

#### AGENT & INSURED SELF SERVICE PORTALS

Enhance agent and consumer self-service portals, as well as integrating them with real-time comparative raters and agency management systems.

#### DIGITAL, CRM & MARKETING AUTOMATION

Develop digital strategies and marketing automation solutions that are cost-effective and focused on improving service to the insured.

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