



Microsoft Dynamics 365 for Insurance

Leverage Microsoft Dynamics to create a better customer experience and improve retention.



Why Partner with Us

Given the complexity of the way insurance products are sold and managed, we know Carriers struggle to establish a comprehensive view of their customers and agents. Providing a solution that provides a comprehensive view of the agency / producer relationship as well as a single view into all policies, bills, claims, and interactions associated to your insureds, are critical pieces in providing a leading customer experience.

Centric Consulting's Microsoft Dynamics 365 accelerator for Insurance empowers insurance companies to refine how they do business.

Our team of seasoned insurance consultants and certified Dynamics 365 practitioners will work with you to enable a customer experience that leads to improved agent and insured satisfaction.

Centric Insurance Practice

With Centric as a consulting partner, insurers have improved operational efficiency, grown profits and turned disruption into transformation.



MORE THAN 750 PROJECTS DELIVERED

Our consultants have delivered high-profile projects for 60+ carriers throughout the U.S.



CERTIFIED DYNAMICS 365 PROFESSIONALS

Deep expertise within the Microsoft Power platform and years of experience implementing solutions within the Insurance sector.



GLOBAL SOURCING CAPABILITY

Our local talent and offshore resources provide broad-range and cost-effective business solutions.

Insurance Value Chain



Customer
Relationship
Management



Agency /
Producer
Management



Marketing
Automation



Cross
Selling



Customer
Service
Inquiry



Omni-Channel
Experience

Microsoft Dynamics Capabilities

Optimize customer engagement with a 360-degree view of the agent relationship through Microsoft Dynamics 365 Customer Engagement integration with Core Insurance Systems.



COMPREHENSIVE INSURANCE DATA MODEL

Enhance the Agent experience by providing easily aggregated data for summary views of Agencies, Agents and Policyholders.



INTEGRATION FRAMEWORK

As a partner of both Guidewire and Microsoft, Centric is well positioned to architect an integration framework between Guidewire's InsuranceSuite and Microsoft's Dynamics CRM.



TAILORED EXPERIENCE

Adapt the unified experience for your customer service, marketing and sales departments to enhance productivity.



CUSTOMER DATA VALIDATION

Ensure data integrity and keep your customer database clean by implementing best practices and a secured security structure.



IMPROVE SALES & ANALYTICS

Provide intelligent agent tools and more timely insights to better enable marketing, cross-sell opportunities and strengthen the agent - customer relationship.






INTELLIGENT AUTOMATION AND AI

Simplify policy renewals, claims, and payments by automating processes and configure real-time alerts to inform agents about customer productivity.

About Centric

Centric Consulting is an international management consulting firm with unmatched in-house expertise in business transformation, hybrid workplace strategy, technology implementation and adoption. The firm has established a reputation for combining the benefits of experience, flexibility and cost efficiency with the goal of creating custom solutions centered on what's best for your business.

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