BrovadaOne

A single platform for insurance connectivity

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A journey toward efficiency and automation
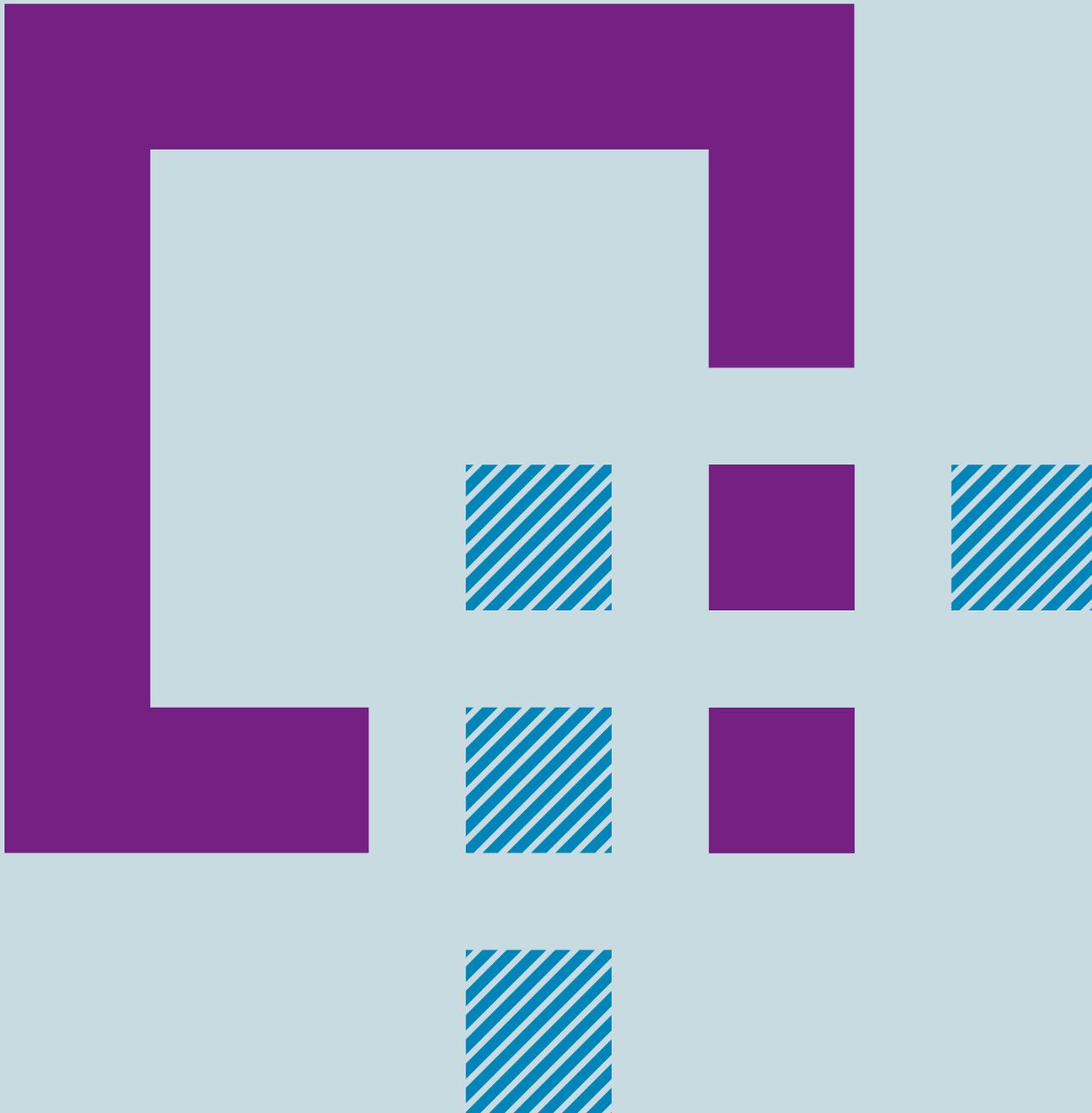
Disconnected status quo

The relationship between brokers, agents, customers and insurers is based on effective communication. However, with many parties coming together and using multiple IT systems, interaction within the chain becomes extremely complex, harming business efficiency and limiting the potential for growth.

Creating a connected future

BrovadaOne is an alternative to conventional online intermediary portals, providing multiple uses and benefits *(Figure 1)*. It overcomes the back-office limitations often caused by legacy systems to optimize key functions and workflows, enabling the real-time interaction now demanded by the market.

BrovadaOne has been developed to seamlessly connect the insurance world and propel it into the digital age. The advanced technology joins insurer and broker systems together, unifying multiple IT platforms, to enable them to work better together by improving access to data.

The insurance industry is highly competitive, and companies are looking to drive efficiency and cost savings through enhanced technology. BrovadaOne offers significant workflow improvements, better overall user experience and quicker go-to-market agility.

Figure 1. **Benefits of BrovadaOne**

Incorporate additional external services/ data into real-time workflows

Significant reduction in manual keying of data

Alternative to additional investment in *or* replacement of legacy policy/claims systems

Data conversion and inter-system communication

Cost savings, greater agility, better customer and distributor experience

Increased transactional efficiency

Unified view of data

System integration – data normalization and legacy/modern system integration

Benefits

How does it work?

BrovadaOne provides a single platform for insurers to increase transactional efficiency. It facilitates distribution-channel integration, portal services, underwriting, systems integration and data conversion.

Figure 2. **A single platform to increase transactional efficiency**

Streamlined portal and automated workflows

A single platform for insurer connectivity	Benefits
▪ A streamlined user experience that presents the data necessary to perform relevant insurance transactions ▪ Supports the full policy life cycle transactions, including inquiry, new-business submission, and midterm adjustments for personal and commercial lines ▪ Populates insurer systems, streamlines underwriter workflows and enables communication with core-enterprise and third-party systems ▪ Employs once-and-done, exception-based processing to quickly and accurately facilitate the insurance buying process from submit to bind ▪ Executes transactions in real time using prebuilt business validation rules, a dynamic workflow engine and integration capabilities	▪ Dramatically reduces submission times ▪ Facilitates data normalization and legacy system automation ▪ Ensures transactions are complete and compliant, the first time

Book of business transfer

A simplified process for analyzing and moving data between systems	Benefits
■ Flexible filters apply business rules and data mappings to ensure the data is ready for transmission. ■ Data elements that require defaulting or correcting based on business logic are automatically updated. ■ External services such as address, property evaluation and Motor Vehicle Records (MVRs) can be incorporated to further augment the profile. ■ Based on filter criteria, data are automatically extracted from the source system, transformed and transferred. ■ Policies can be transferred in bulk or automatically at the time of renewal.	■ Can be leveraged for rolling a book intra-insurer or broker to insurer, or facilitating an internal audit of a specific book of business ■ Helps insurer objectively decide if a book transfer makes business sense ■ Dramatically simplifies and automates a typically complicated, error-prone process

Policy and claim integration

| Tying it all together	Benefits
■ BrovadaOne excels as an ETL platform, cleansing, augmenting and transforming data. ■ Capable of supporting industry-standard and proprietary data formats, BrovadaOne can seamlessly move data between disparate systems. ■ With data-conversion capabilities built in, BrovadaOne ensures all of the data in various streams and systems are standardized, organized, consistent and ready to be integrated with any other systems, new or existing. ■ Significant experience integrating policy and claim systems, both legacy and modern, and connecting web services, message queues, Application Programming Interfaces (APIs) and standard and nonstandard databases.	■ Ability to leverage and access granular claims and exposure data allowing for downstream analytics and portfolio management ■ Increased efficiency by eliminating rekeying (OED) of data, enables straight-through processing and dramatically increases efficiency ■ Provides the ability to support real-time connectivity with distribution partners ■ Acts as a real-time gateway for the inclusion of external data sources (data augmentation) ■ Acts as an intermediate layer between external systems and the policy system to enforce data completeness, quality and format compliance

Legacy system automation

Profiling and simulation tools	Benefits
▪ Proven tools to build Robotic Process Automation and enable legacy system modernization ▪ Convert legacy screens into Java classes that can be incorporated into real-time workflows ▪ Provide a nonproduction simulation environment in which to perform development and unit testing Implementation approach: ▪ Screen-capture tools automate the profiling of legacy screens and mapping of fields ▪ Java classes are developed for each applicable screen ▪ Configuration of transactional workflows and exception/error detection and handling	▪ Can be leveraged as an alternative to the extreme investments of expense and time required by core system replacement projects ▪ Serves as a "bridge" solution during the implementation or alteration of major client-facing systems, maintaining a consistent user experience ▪ Unlocks and unifies data from a variety of existing or anticipated solutions, providing decision makers with critical information when and where they need it

Underwriting desktop

A richer underwriting interface	Benefits
▪ Provide underwriters with better insight into price generation and line of business/cover/segment impacts ▪ Measure underwriter performance ▪ Increased consistency, governance and traceability around discounting ▪ Integrated with Willis Towers Watson's pricing and predictive modelling suit via Radar Live ▪ Improved reuse and standardization of tools between regions ▪ Best practice case and portfolio underwriting ▪ Integration with third-party/external data sources	▪ Improved agility in portfolio and product management ▪ Ability to share pricing and underwriting components between regions ▪ Infrastructure for ongoing data enrichment and advanced analytics ▪ Elimination of data rekeying (OED) and duplicate entry
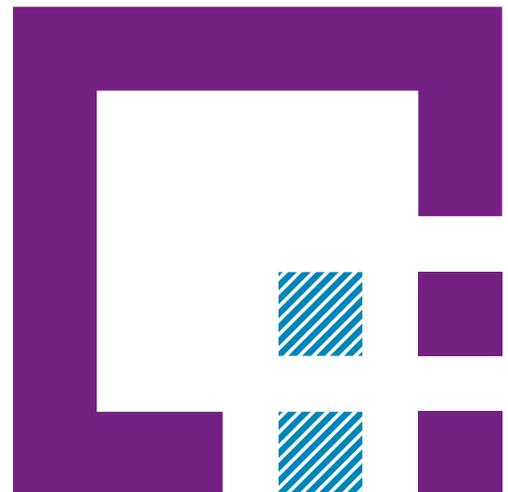
Why choose Willis Towers Watson?

Track record

Willis Towers Watson is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas — the dynamic formula that drives business performance.

Willis Towers Watson has specific expertise in the pricing and underwriting of personal and commercial insurance, which gives us insights and knowledge of global market demands, new developments and insurance client needs.

BrovadaOne software is utilized by over 40 insurers and 1,200 brokerages for its proven workflow, portal, data transfer and integration capabilities. For 14 years BrovadaOne has helped transform the insurance industry and supports millions of real-time transactions per year.

Industry expertise

Willis Towers Watson's Risk Consulting and Software business provides advice to more than three-quarters of the world's largest insurers and is a leading provider of software to the insurance industry.

Since 2009, the BrovadaOne platform has enabled omnichannel distribution, providing broker upload workflows, download and underwriter desktop solutions. BrovadaOne supports automated, real-time communication between brokers and insurers, and leverages industry standards and best practices to enable interoperability between disparate systems.

Implementation

Our phased implementation approach and access to a wide range of subject matter experts will ensure quick-to-market, functionally rich deployment.

Scalability

We are committed to providing solutions that adapt and scale to meet the dynamic needs of our customers. Our integrated suite of software has the capability to deliver rich functionality across the insurance value chain. We deliver services that can be deployed to customers, brokers, underwriting, claims and administrative staff.

Integration

BrovadaOne comes with a suite of data integration and transformation capabilities. The ability to move data into and out of both in-house and third-party systems (including those of a legacy nature) is a key strength of both the software and the team. The modular nature of the platform enables the expansion and evolution of the supported interfaces over time whilst maintaining consistency within the user experience.

Simplifying the digital journey

BrovadaOne's advanced capabilities means insurers and intermediaries can modernize rather than replace their systems – offering a fast and simple solution to their technology needs. This not only avoids the high-cost and complexities associated with purchasing and implementing new hardware but also sets insurers onto the path of digital transformation: an essential journey to build an efficient and agile business for the future.

Transforming your business with BrovadaOne

BrovadaOne's ability to connect the insurance world opens the possibility for a very different future. Models and processes can work seamlessly as an enabler of analytics, driving better business decisions with resources free to think, interpret and act. As a result, relations between insurer, agent and broker are greatly improved, with each business empowered to better respond to market challenges and deliver the service the end-customer now expects in a digital world.

For more information

Visit: willistowerswatson.com/brovadaone
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Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 40,000 employees serving more than 140 countries. We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas — the dynamic formula that drives business performance. Together, we unlock potential. Learn more at willistowerswatson.com.

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