

INT.

Ageas
#DigitalSuccess Stories

**Agile and dynamic
remote team for
developing,
managing end to end
digital ecosystem
with customer and
vendor management
portal**



Ageas Insurance, an internationally renowned insurance group with a history of more than 190 years joined hands with INT to provide a 360-degree digital transformation of their internal operational platform as well as enable superior broker and customer experience with the direct, broker, and partner channels.

A dedicated team of INTians has been supporting the team in UK with digital needs for more than a decade.

Client Speaks



Malcolm McLean

CTO, Ageas Insurance

From our point of view, you obviously helped us create value. When we started out with a product which barely worked and now we have actually have a mature product used by thousands of users at hundreds of sites.

Review Link : <https://www.youtube.com/watch?v=u9C-P7xvndo>

About The Client

Industry

Life and General Insurance
Provider

Headquarters

Brussels, Belgium

Website

<https://www.ageas.com/>

Ageas Insurance is an award-winning and most trusted insurance provider in the European market with a focus on customer-friendly insurance policies. This insurance giant specializes in general health and life insurance policies, while also offering travel and other kinds of policies.

Ageas is located in 13 countries and has a strong presence in Belgium, the United Kingdom, India, China, and other countries. The company has made significant efforts to integrate cutting-edge technology while providing the best in insurance solutions to customers.

The Problem Statement

Ageas Insurance partnered with INT. to build a core insurance management platform that was scalable and could easily integrate with partners, agent, and customers apps. The idea was to build an superior experience in their customer journey on the platform with automated workflow, self-service capabilities, transaction, and data security.

They wanted to have a strong technology team to manage their core tech requirements and create a strong ecosystem for customers and agents interactions.

Furthermore, Ageas wanted to update its core system by eliminating redundant platforms and processes by integrating flexible platforms. They wanted an automated policy management platform with policy administration, policy management, claim management, and channel management feature in web and mobile platform.

Business Solution

Technology Stack

Backend - Central payment systems

Frontend - Payment gateway

Responsive Portal - PHP

Database - MySQL

3D security verification with

PCI-DSS compliance

A fully customized and integrated ecosystem was designed for managing the complete user journey .

This technological backbone enabled:

- Quote Creation
- Premium calculation
- Policy portfolio Generation
- Customer Information Management
- Rating Engine & more
- Client Onboarding
- Customer Helpdesk

INT integrated features that allowed tracking of all premium payments, reimbursements, balance sheets, and sales commissions. By bringing in a seamlessly integrated flexible platform, Indus Net Technologies eliminated redundant platforms and processes.

Business Solution

In order to transform the Ageas insurance business truly digital, INT. designed a connected platform for agents, brokers, and other channel partners so that they can have better control over their clients' data.

INT developed an ancillary responsive B2B platform that helps agents, brokers, and insurance agencies to manage customer accounts automatically, provide customer support via an in-built app, direct login to customer and policy portfolio and advanced built-in rate matrix for risk assessment.

It had end to end Management of mid-term managements (MTAs) management, inbuilt document management systems (DMS) DMS, relationship management platform and more. It allowed users to purchase policies quickly and seamlessly with 3D security verification for card payment system which is PCI-DSS compliant.

The Impact

A dedicated Remote Team became the technology wing for this growing insurance provider. A team which was just not limited to the following skills

- Backend & Front End Developers
- Testers
- UX Researchers
- Project Managers
- Business Analysts
- Q&A Experts
- UI Designers
- Research Analysts

The Impact

- Better affordability for the cost of ownership and implementation costs
- Improved time to market and operational efficiency
- Enhanced accuracy, consistency and timeliness of insurance decisions
- This holistic platform not only helped Ageas Insurance with their rebranding efforts but has also created opportunity for targeted marketing. Also it enabled ability to respond quickly to opportunities, changes and threats
- Became partners for continuous improvement by building growth tools for Ageas' partners and distributors such as Tesco, John Lewis and others.

A Glimpse of Our Work

The screenshot displays the Ageas Easy as website interface. At the top left is the logo with 'ageas' in a purple circle and 'easy as' in a sans-serif font. To the right is a navigation bar with buttons for 'Car' (with a car icon), 'Existing customers', 'Make a claim', 'Contact us', and a search icon. Below this is a purple banner with the text 'Coronavirus (COVID-19) - We're here to help' and a sub-link 'Coronavirus - how we're helping'. The main content area features a large image of a woman smiling and holding a dog next to a car with its trunk open. Overlaid on this image is a 'Car Insurance' promotion: 'Car insurance from £213* - 10% of new customers paid this or less'. Below the promotion are two buttons: 'Start your quote' and 'Find out more'.

Ageas supports fund for those affected by Covid-19

Ageas has made a contribution to help vulnerable people and charities affected by the Covid-19 pandemic. The Covid-19 Support Fund was announced by the UK insurance and long-term savings industry.

[Read press release](#)

Ageas reports first quarter 2020 results

UK net result reflects the impact of storms Ciara and Dennis across the home, motor and commercial lines of business. Excluding this, the COR was 98.7%, mainly due to continuing claims inflation in the first quarter.

[Read press release](#)

Handover to Antreas UK

UK, Andy Watson has taken on his role as CEO at the start of the next stage of

Ageas supports ABI call for extended travel cover

Ageas welcomes the Government's action to repatriate UK citizens who are currently unable to return home.

[Read statement](#)



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22+

Years

750+

Professionals

11k+

Projects

6m+

Hours

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