

ESKA[®] Insures

Integration

ESKA[®] Insures tightly integrates with ESKADENIA's advanced Business Support systems in order to enhance the management and control over operations within the insurance company.

ESKA[®] Business Manager (Enterprise Resource Planning)

ESKADENIA's core insurance systems are seamlessly integrated with the financial modules of **ESKA[®] Business Manager** for real-time flow of transactions. Insurance companies may generate Profit/ Loss Statements providing up-to-the-minute accurate financial information ready for retrieval and display at anytime.

The financial vouchers are automatically generated upon posting the insurance transactions to the financial system. The posted vouchers can be viewed and printed from the insurance and the financial systems.

Production Financial Integration

ESKADENIA's core insurance systems generate debit/ credit notes for customers and agents upon posting production transactions (one-by-one or grouped in batches) to the financial system. Production transactions include policy issuance, endorsement issuance, and renewals.

Claims Financial Integration

ESKA[®] Insures offers the facility for users to affect the financial system with payments and recoveries, either by posting one invoice per transaction, or one invoice for all transactions per claimant.

Reinsurance Financial Integration

ESKA[®] Insures allows users to generate debit/ credit notes for facultative insurance companies and treaty reinsurers at bordereaux time. The system also allows users to post XOL claim transactions.

Un-post Financial Transactions

Users with certain authority levels are able to un-post previously posted financial transactions to minimise the number of reversed vouchers in an open financial period as much as possible.

ESKA[®] Messaging Gateway

Integration with **ESKA[®] Messaging Gateway** allows the insurance companies to automatically send notification SMS messages to customers and agents upon issuing them new policies, endorsements, or renewals. This serves as a real-time transaction notification tool for clients that confirm the occurrence of such transactions or events.



ESKA[®] Workflow and ESKA[®] Docs (Document Management System)

ESKA[®] Workflow and **ESKA[®] Docs** (Document Management System) support the definition, automation, and management of work processes from start to end to reflect the way insurance activities are executed through a paperless environment. Integration with these systems streamlines collaboration between various insurance team members. Papers, forms, and photos can be digitally stored and archived for easy retrieval and reduction of document loss.

ESKA[®] CRM (Customer Relationship Management System)

ESKA[®] CRM organises insurance sales procedures and activities in the company. It also allows managing marketing campaigns and tracking the resulting responses and revenue. Moreover, this integration helps Customer Care people manage and track customer queries through the advanced Call Centre module and to access up-to-the-minute customer information. In addition, it provides a comprehensive 360 degree view of the insurance customers including all their contracted policies, classes of business, payments, and loss ratios. Such valuable information support Insurance sales people to maintain profitable clients.

E-Insurance

ESKA[®] Insures can be accessed through the Internet. Third parties can issue policies, policyholders can preview their policy information, medical providers can submit their own claims, and re-insurers can preview their own reports, treaties, policies, and claims through the Web. Comprehensive security measurements in the systems allow defining the access authority levels needed according to the business rules.