Product Brochure

eBaoTech® GroupLife Solution for Life Insurance

Group life insurance software for global markets and real-time results

eBaoTech®
make insurance easy

Insurance companies in the Internet Age are asked to deliver real-time results. eBaoTech insurance software makes real-time results possible.

Policy holders and intermediaries want to interact with insurers in seconds instead of days, business unit managers need to adjust to market changes in days instead of months, and insurers wish to enter new markets in weeks instead of years. That's why a growing number of life insurers are choosing eBaoTech GroupLife to manage their group life insurance business. eBaoTech software solutions are running in over 150 live installations in more than 30 countries across Asia, the Americas, Europe and the Middle East, and that number is growing rapidly.

Why are life insurers increasingly choosing eBaoTech GroupLife to manage their group life business?

The answer is in GroupLife's straightforward all-in-one design. It is a comprehensive group life insurance software suite that is designed to deliver real-time results. An all-in-one system gives you centralized data and a truly customer-centric view, which means that implementing new regulatory changes is easier, and customer data across product lines and sales channels is available on one system. An all-in-one system also means that implementation time is shorter, and system setup and maintenance costs are lower. The GroupLife suite includes a built-in product configurator to simplify and speed both product creation and modifications.

Real-time results mean:

- Customers and salespeople can close deals in seconds instead of days
- New products and channels can be launched in days instead of months
- Customer data can be analyzed quickly, allowing strategic decisions to be made in weeks instead of years

eBaoTech GroupLife solution supports the complete process of managing life insurance products, contracts, payments and claims. It leverages web technology to eliminate decentralized processing costs and provide a high level of process automation. With its built-in configuration tools, insurers can configure GroupLife to meet their business requirements.

Supported life insurance products include:

- **Traditional Life**: Term, Credit Life
- **Accident and Health**: Accident, Critical Illness/Dread Disease, Hospitalization, Long Term Care, and Major Medical

Flexible Implementation

eBaoTech understands that different insurers have different needs. We endeavor to make our product and our service and support flexible to meet our customers' needs and enable faster system implementation. Insurers have the choice of implementing eBaoTech GroupLife on their own IT infrastructure, or as Software as a Service (SaaS).

The GroupLife suite is available with a pre-integrated Reinsurance module, which is also available as a best-of-breed independent module.

Faster Time to Market and Better Customer Service

eBaoTech GroupLife enables all stakeholders to collaborate on one platform, which means faster response to market changes and improved customer service. GroupLife covers the entire lifecycle of life insurance operations, and enables real-time new business submission, underwriting, policy issuance, alteration and service, and even renewals. It also includes claims, reinsurance, billing, collection and payment, sales channel management, entity/party management, and other supporting functions, e.g., reporting and document management with multiple language support.

Product templates are built-in to provide standard product templates that are ready to use and customize. The fully parameterized product configurator enables faster new product definition or product modification.

Insured list upload functionality, shown in Figure 1, is supported in new business setup and in several customer services processes to simplify and automate the entry of insured individuals. Insured list or electronic document templates can also be configured by the business user via a user-friendly configuration tool.

Figure 1: Sample Query on Policy Holder Organization Tree

Authorized administrators (for example, underwriters, agents or policy holder HR staff) can define and change policy-level specifics in the system such as gross premiums, benefits, claim calculations and more, according to negotiated policy terms between the insurance company and the policy holder. Figure 2 below shows a sample query of a Policyholder organization tree.

Figure 2: Insured List Upload Function Simplifies Data Entry

Designed for Global Operations

With its web-based design requiring zero client-side installation, GroupLife enables a high degree of automation and easy support for remote collaboration or centralization to reduce operating costs and optimize resource utilization. With its multi-entity capability, GroupLife can be used to serve multiple operations and geographies on one instance.

GroupLife supports multi-tiered group policy structures with levels such as Master policy, sub-policies and individual certificates. Multiple benefit plans can be created and modified at all levels to better serve the needs of the policy holder. Both main insured individuals and dependants can be covered under one group policy.

Easier Integration and Lower Costs

GroupLife works well with all mainstream integration technologies such as Web services, Websphere MQ, Flat file, DB link, etc. The eBaoTech Service Bus enables connectivity between internal and external service requesters and providers. eBaoTech GroupLife is built on Service Oriented Architecture to enable easier integration with other software systems, saving time and money in integration and maintenance.

eBaoTech GroupLife Functionality Overview

The eBaoTech GroupLife software suite is designed based on N-tiered Java EE technology and service-oriented architecture. The modules support both low-and high-touch processes throughout the policy management life cycle. eBaoTech's Insurance Common Platform (ICP) is the system's foundation.

eBaoTech GroupLife solution includes these components:

- Product Configurator
- Policy Administration System
- Underwriting
- Entity Management
- Claims
- Finance

- Channel Management
- Reinsurance & Coinsurance
- System management, security, document management, image and printing, reporting and other critical infrastructure tools that simplify and streamline operations

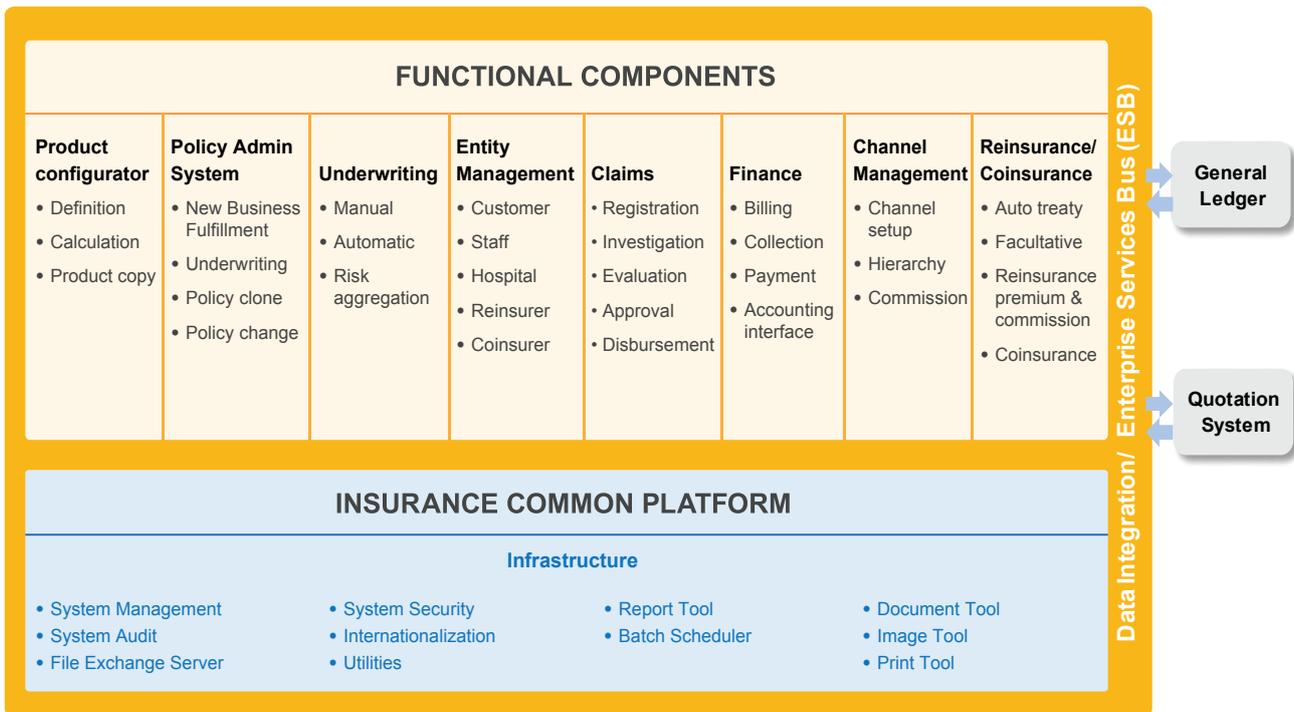Figure 3 below provides an overview of the functional components and system design of the GroupLife software solution.

Figure 3: Functionality Overview of eBaoTech® GroupLife Solution

More about the Main Components of eBaoTech GroupLife for Group Life Insurance

▶ **Policy Administration System**

The Policy Administration System is a comprehensive platform that serves as the back-end policy data storage center. It includes the following functions:

- New Business Fulfillment
- Renewal Cycle
- Policy Change/Customer Service

▶ **Product Configurator**

The Product Configurator accelerates the launch of new life insurance products through easy-to-use screens and tools. Insurance product templates are included to facilitate the development of product variations from already-launched products.

▶ **Underwriting**

The Underwriting module includes embedded rules and calculations to reduce manual processes in policy issuance, and also contains embedded processes to enable manual overrides for special cases requiring further assessment. The automated underwriting function lets the system automatically check those rules which are stable, and separate proposals based on predefined rules.

▶ **Claim System**

The Claim System handles all claims processing, and allows both batch and individual claim processing. It provides functionalities such as claim registration, acceptance, evaluation and approval. During the evaluation process, claims officers are guided by the automatic calculation of claim payout amounts based on the life contract, customer claim history and any required deductions. Claim accumulators are used to support claims calculations for complex Accident &Health products. Batch claim processing is supported to enable claims staff to accept, evaluate and approve similar claim applications for multiple insured policy holders in one operation. This batch claim function allows the insurer's claims staff to submit multiple claim applications via Excel file upload. The system then automatically calculates the claim amount for each insured individual. This function is commonly used for processing clinic claims.

▶ **Entity Management**

Entity or Party Management provides management of all entities, including the policy holder, subsidiaries, hospitals, reinsurers, coinsurers, brokers, agents and insured individuals. This allows system users to develop and maintain the entity organization and hierarchy set-up.

▶ **Finance**

The Finance module manages real-time financial records. It provides functionalities and auditing support for all receivables and payables-related work, including various premium collection and disbursements methods, as well as accounts receivable and payable records for premiums and claims. The Finance module also provides interfaces to handle transactions through direct debit, credit cards and other payment modes. Also built-in are flexible posting rules and interfaces with various third party general ledger systems such as SAP or Oracle Finance.

▶ **Channel Management**

Channel Management provides management of multiple sales channels, including tied agency, broker and independent agency. This allows channel supervisors to manage and supervise their teams with a robust set of tools, including: Channel organization, hierarchy set-up and commissions.

▶ **Reinsurance**

The Reinsurance module supports reinsurance outwards business. Through analysis of data from other components such as new business, customer service and claims, the system calculates cession and generates facultative disposal cases automatically.

▶ **Coinsurance**

GroupLife's Coinsurance module allows for the definition of primary and secondary insurers, and records key information such as each company's share, administration fees, etc.

Interfaces	
Internal Business User	100% Browser-Based (HTML with Ajax/Web 2.0) with Internet Explorer 6 and above.
Configuration and Development	100% Browser-Based (HTML with Ajax/Web 2.0) with Internet Explorer 6 and above; Adobe Flash is required for configuration of calculation formulas.
System Integration	Mainstream technologies such as Web services, Websphere MQ, Flat file, DB link, etc.
Supported Operating Systems	
Client	Microsoft Windows XP, 2003 and above, with Internet Explorer 6 and above
Server	All mainstream UNIX, such as AIX, HP-UX, SUN Solaris; All mainstream Linux, such as RedHat, SUSE Linux, etc.
Middleware	
Preferred Option	Oracle Weblogic, IBM WebSphere
Additional Options	All mainstream middleware such as Jboss, Tomcat
Supported Databases	
Preferred Option	Oracle (Oracle 11g and above)
Code Base	
User Interface	Web based user interface with JavaScript, CSS and Ajax
Features, functions & user interface screens for everyday business use	100% Web based, with 80% Java and 20% Oracle PL/SQL behind

Table 1: Technical Highlights

For more information

Please email to info@ebaotech.com
or contact our local sales office: www.ebaotech.com/contact-us/worldwide-offices/

About eBaoTech

eBaoTech is an award-winning, global leader in core insurance software by delivering significant business value to our customers worldwide from both life and property and casualty (or general) carriers. eBaoTech's mission is to "make insurance easy", by making insurance faster, better and cost-effective for all parties in the eco-system. With more than 150 installations in more than 30 countries, eBaoTech leads the industry in global deployments. Our "Rapid Customer Success" approach enables customers to accelerate time-to-market from years to months and empower business transformation through rapid replacement of legacy systems. www.ebaotech.com