

Client Self-Service Hub

Build a robust digital self-service hub in a matter of weeks to provide ease-of-doing business to your customers and a superior experience—all without writing a single line of code.

Today's insurance consumers have come to expect seamless digital experiences that provide them with 24/7 omnichannel access to personalized policy information and services. However, many core client processes are overly reliant on manual- and paper-based activities. In addition to a poor customer experience, these systems lead to increased operational costs, long processing times, inflexibility, and difficulty scaling.

A digital self-service hub can provide customers with convenience and accessibility, as well as the operational efficiency, flexibility, and scalability needed to help your business thrive. Carriers have, until now, had limited options when it comes to the digitization of customer-facing processes. Packaged solutions may inject some operational efficiencies, but they are often difficult to customize. Building a bespoke system using a traditional code-based approach may offer some flexibility, but the process is guaranteed to be complex, lengthy, and expensive. Furthermore, these approaches do not lend themselves to easy & rapid adjustments based on customer feedback which is essential to delivering a superior CX over time, while maintaining a low total cost-of-ownership (TCO). This is where Unqork's enterprise no-code application platform can be a game-changer.

With Unqork's **Client Self-Service Hub**, providers can rapidly build and deploy a modern digital self-service experience that provides customers with on-demand access to information and services, requiring little-to-no human intermediation. Through the hub, customers can self-execute numerous processes, including viewing/updating policy information, scheduling/making payments, submitting first notices of loss (FNOLs), obtaining status updates on in-progress activities (e.g., claims), researching products, and more. When customers self-execute routine high-volume tasks, agents are freed to focus on more complex, value-added activities. Since the hub is powered by Unqork, it seamlessly integrates with internal legacy systems & external third-party services, and workflows can be easily appended & amended.



Key Benefits

- ✓ **Minimized Risk:** Reduce errors and ensure regulatory compliance
- ✓ **Enhanced User Experience:** Deliver superior self-service capabilities to customers and support faster resolution of requests
- ✓ **Reduced Overhead:** Minimize time spent on routine high-volume administrative tasks
- ✓ **Greater Business Agility & Collaboration:** Allow for greater collaboration between the business teams and IT to design the desired experiences and iterate based on customer feedback and accelerate speed-to-market, speed-to-value
- ✓ **Increased Transparency & Accountability:** Oversee and centrally manage the entire claims process with insights into progress and ownership



Key Capabilities



Self-Service Portals

Empower clients with self-management functionality across the lifecycle, including customer onboarding, billing, claims, policy inquiries, and more



Alerts & Notifications

Proactive omnichannel alerts to notify customers of updates or necessary actions



Seamless Integrations

Efficiently ingest data to/from external data providers and systems to capture claims data and findings to minimize data entry

Impact

10

Number of weeks to go from idea to production

60%

Reduction in servicing costs

80%

Reduction in processing time

Majority of Client Servicing

Moved to self-service

Improved Customer Experience

Via 24/7 access to information and services



Unqork and the No-Code Revolution

No-code is a new class of cloud-based development platform that empowers organizations to rapidly build robust enterprise-grade software without writing a single line of code. Advanced no-code platforms such as Unqork come “out-of-the-box” (or out-of-the-virtual-SaaS-box) with all the toolsets and elements necessary to build and manage a robust application (e.g., front-end UX, workflow, rules engine, analytics, integrations, and maintenance). Since they’re all components of the same unified platform, everything works together in instant harmony. With no-code, organizations can devote all their development resources to addressing business challenges instead of technical ones.

Also, by eliminating the need to write code from the building process, no-code expands the scope of who is doing the development. In a no-code platform, users (or ‘**Creators**’ as we refer to them at Unqork) build applications by drag-and-dropping configurable elements representing both user-facing features and back-end application logic. While modern programming languages (Java, Python, etc.) can take a year to learn and a decade to master, no-code can be picked up in **just a few weeks**, making development more collaborative and recruiting more flexible.

Unqork: the World's First Enterprise No-Code Application Platform

Unqork is specifically designed to address the challenges of the world’s most complex and regulated service environments, including **financial services, insurance, healthcare, and government**. We levy decades of industry-specific experience from our in-house experts to take on each sector’s most critical challenges.

Unqork has backing from some of the world’s most disciplined investors, including Goldman Sachs, Capital G, and BlackRock. Our technologies have been adopted by leading organizations, including Liberty Mutual, Marsh, Pacific Life, Goldman Sachs, and the city of New York, just to name a notable few.

Our clients can achieve unparalleled speed and flexibility in their development function while requiring a fraction of the resources. We can deliver these benefits through:



A Unified SaaS Platform

Unqork boasts dozens of components and capabilities related to **compliance** (up-to-date rules engines for FATCA, UK CDOT, Dodd-Frank, and more), **security** (native encryption, RBAC, and crowd-sourced penetration tests), and **application management** (SDLC governance, historic versioning, and module management).



A Visual UI

Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components representing user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of industry-specific templates.



Enterprise-Grade Standards

Unqork comes with enterprise-ready compliance (e.g., SOC2, GDPR, Privacy Shield compliant, etc.). We have complete security capabilities, including proprietary RBAC solutions, and we provide BCP and DR support for applications built on our platform.

Curious about no-code for your organization?

Get in touch to [schedule a demonstration](#) from one of our no-code experts.

[Contact Us](#)