



Comarch automates UNIQA's sales force

Comarch has successfully completed the implementation of a new internet platform version at UNIQA Poland supporting insurance sales and after-sales service.

KRAKOW, POLAND, November 3, 2015 /EINPresswire.com/ -- 'The new, expanded internet-based solution for sales force implemented in cooperation with Comarch is another step in realizing our goal of being an ultra-modern insurer. Sales of insurance products and services meeting the expectations of our customers requires giving maximum comfort to our salespersons in the form of effective IT tools. Features provided by Comarch ensure that our agents, managers and call center employees enjoy optimal work performance and serve our customers at the highest possible level – quickly and efficiently', emphasizes Jacek Szwankowski, Project Manager for POS 2.0 at UNIQA.

'For UNIQA's sales force, the new online platform comes with ease of use not only on desktop computers but also on mobile devices. Aggregating all the key information – from both nonlife and life systems, guarantees a comprehensive and efficient customer service at any moment of quoting and policy-issuing processes and their subsequent service. It also cooperates within a single ecosystem with the Contact Center module, as well as with the universal Workflow Module facilitating the optimization of UNIQA's business processes', says Tomasz Arciszewski, Project Manager and Director of Comarch's production center.

The solution offered and implemented by Comarch provides UNIQA's sales force with a functionality covering all major business areas necessary for the sales process realization – full customer profile, multichannel history of their interactions with the insurer, current information on their nonlife and life policies, recent statuses of filed claims and related payments, as well as support for marketing campaigns. Moreover, it provides agents with efficient analysis of customer needs, access to their documentation and quick execution of quoting and issuing policy processes, providing the possibility of customer online payment or automatic cash settlement with the agent via online channels.

Support for underwriting processes and management of filed claims via the Contact Center module are equally important elements of the implemented solution. The new platform standardizes and streamlines the flow of information between the employees of a call center, back-office and sales network, shortening customer waiting time for the insurer's decisions.

The implemented solution builds upon the concept of a comprehensive front-end for insurance agents called [Comarch Insurance Agent Essentials](#) which integrates data from all major insurance company systems and automates key insurance business processes.

UNIQA is represented in Poland by two companies: UNIQA TU S.A. and UNIQA TU na Życie S.A. offering property, vehicle and life insurance for both individuals and institutional customers. Currently, UNIQA TU S.A. occupies the 5th position in the insurance market in terms of written premiums. With an extensive sales network and commitment of more than 3,000 agents, UNIQA stays close to customers providing them with professional advice and assistance in choosing their insurance. UNIQA's products can be purchased either as part of an exclusive network consisting of 130 branches, as well as in multiagencies and with brokers and car dealers. UNIQA is the winner of the Reliable Employer 2014 competition. In 2014, it has also received the following awards: 'Customer

Laurel - Discovery of the Year 2014' for home insurance, 'Modernization of the Year 2013' in the 'Office facilities' category, Polish Enterprise Agency Innovation Award 'Quality International' and Innovative Company certificate for POS Sales Service Portal, as well as 'Good Policy' certificate for household insurance with a premium payable monthly. The strategic investor of both companies is the Austrian-based insurance holding - UNIQA Insurance Group AG. More information: www.uniqapl

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