

Accelerate technology adoption & smooth insurance experience with Whatfix

8+

years

Global Leaders in DAP

500+

Customers

100+ of Fortune 1000

4.6/5

stars on G2

Highest Rated Enterprise DAP

97%

CSAT

Customer-Driven innovation

30+

Countries (Clients)

US, UK, Germany, ANZ, India

Partnerships

with GSIs

Wipro, Accenture, TCS, Infosys

WHATFIX FOR P&C INSURANCE

The 3 growth pillars of P&C insurance companies in 2022 are:

- Customers seeking fast, simple experiences
- Millennial workforce new to industry
- Carriers implementing new digital systems at scale

To achieve full potential across these 3 pillars, modern insurance applications need intuitive, on-demand learning experiences. Whatfix digital adoption platform (DAP) delivers this by reducing technology friction with interactive onboarding & personalized, in-app support that empowers both employees & customers. As their Solution Partner, Whatfix ready integrations on Guidewire & DuckCreek also provide contextual tips in the flow of insurance process on these applications - reducing errors, driving productivity, and enabling each user get easy with technology & the industry

CHALLENGES



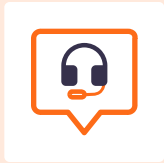
High cost of onboarding & training

P&C training is personalized for LOBs, geographies, also depends on experience level of employees. Each have different workflows, so carriers have large training and support teams.



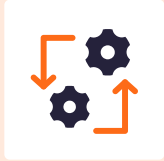
Longer time to technology proficiency

Training in P&C insurance is a complex process involving processes, compliances and regulations knowledge that takes time - especially on modern applications & for employees new to the industry



Round-the-clock support required at work

Your employees need continuous retraining and support on how to use advanced features and tasks inside new technology tools - hurting productivity of both your application users and your support staff.



Lack of visibility on successful returns of digital initiatives

Every transformation project has an end goal or outcome. Most insurance companies are unable to track process, monitor and correct outcomes of new transformation technologies effectively.

THE WHATFIX EXPERIENCE



Personalized Onboarding

Introduce your users to the application with a tour of all key features



Change Management

Highlight new features or changes to improve awareness and usage



In-App Guidance

Create interactive, step-by-step tooltips that guide your users across applications



Learning by Doing

Enable real-time learning, in the flow of work



Self-Service

Provide in-app contextual Help to users in the moment of need



Data-Driven Adoption

Understand your users' behavior to continuously optimize experience and improve adoption

THE WHATFIX DIFFERENCE



45%

Reduction in support queries

84%

Reduction in training content creation cost

3x

Faster time to proficiency for a new employee

30%

Reduction in knowledge discovery time



TRUSTED BY CUSTOMERS IN 30+ COUNTRIES



**Ayr Farmers
Mutual**
Insurance Company



PRONTO
INSURANCE



Westland
Insurance

CUSTOMER TESTIMONIALS

“Whatfix combines an excellent easy-to-use solution with a very short implementation time and flexible, competitive pricing model. Their demonstrated willingness to support, adjust and improve has helped us find a great partner.”

- Jill Busch Business Process Manager, Manpower Group

“The platform is intuitive and has been very well received by our learners. The support and responsiveness of the Whatfix team has had the biggest impact!”

- Amy Boldt, Learning Leader, Sentry



ManpowerGroup

Sentry

