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Administer

OVERVIEW

Solartis Administer is a true people + technology solution, combining best-in-class human resources with Robotic Process Automation (RPA) technology and a Solartis proprietary workflow engine. Solartis customers use our BPO services to support all back-office processing needs. It allows carriers and insurance administrators to hit the ground running for new books of business that are not yet ready for automation; or on existing books of business to eliminate the processing challenges of their legacy systems (backlogs, duplicate entry needs, quality problems, resource retention issues etc.).

Process Group	Process Details	Sample Turn-around Times
Submissions	Submissions (clearance, setup, email acknowledgement to agent/UW)	30 min to 2 hrs
Submissions	OCR Support / data backfill (submissions and rating)	30 min to 2 hrs
Submissions	Submission clearance in carrier system	2 hrs
Submissions	Submission blocking	2 hrs to 24 hrs
Binding Authority	Vendor System Rating (New and Renewal)	24 hrs
Binding Authority	Policy Issuance	Varies by carrier
Binding Authority	Policy Stamping for Surplus Lines Policies	24 hrs
Binding Authority	Endorsements (premium and non-premium/all lines of business)	72 hrs
Binding Authority	Send Required Documentation to Carrier	24 hrs
Binding Authority	Carrier Bordereaux Data Entry and Submittal	Monthly
Brokerage	Brokerage Policy - verification, stamping, email to agent	24-48 hrs
Brokerage	Brokerage Endorsements - billing, verification, stamping, email to agent	24-48 hrs
Brokerage	Policy Follow Ups for missing Brokerage Policies	24 hrs
Brokerage/Binding	Non-Renewal Notices	24 hrs
Brokerage/Binding	Direct Notice of Cancellation	24 hrs
Brokerage/Binding	Cancellation Rescissions	24 hrs
Brokerage/Binding	Lost Policy Release	24 hrs
Brokerage/Binding	Email to Retail Agents	24 hrs
Brokerage/Binding	Premium Finance Agreement Entry	72 hrs
Brokerage/Binding	Renewal File Setup	24 hrs
Brokerage/Binding	Renewal file setup (rater, quote, loss runs, request app)	24 hrs
Brokerage/Binding	Quote Shell Creation (new and renewal)	24 hrs
Brokerage/Binding	Filing, sorting, categorizing correspondence for sales staff	24 hrs
Brokerage/Binding	Bind and invoice new and renewal business	8-24 hrs
Brokerage/Binding	Follow up on Completed Tax Forms from Agent	24 hrs
Brokerage/Binding	Auto ID Card Generation	8 hrs
Brokerage/Binding	Renewal Loss Runs	24 hrs
Brokerage/Binding	Adhoc Loss Runs	24 hrs

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Process Group	Process Details	Sample Turn-around Times
Claims	Claims (clearance, setup, email Acknowledgement to Agent/UW)	24 hrs
Claims	Claims / data backfill (Notice to Carrier)	24 hrs
Inspections	Inspection Ordering	24 hrs
Inspections	Inspection Report Review (all lines of business)	72 hrs
Inspections	Follow-Up for Completed Inspection Recommendations	24 hrs
Accounting	Accounting Data Entry Processes	24 hrs
Accounting	Billing Corrections	72 hrs
Accounting	Commission Corrections	72 hrs
Accounting	Carrier Receivable	24 hrs
Accounting	Carrier Disbursement	2x per month
Accounting	Vendor Invoice Reconciliation	1x per month
Tax	File Tax Affidavits (all states)	24 hrs
Tax	Tax Entry into State Systems	24 hrs
Tax	Send Required Tax Documents to States	24 hrs
All Departments	Update Broker / Agent Details in System	24 hrs
All Departments	Update Broker License Details	24 hrs
All Departments	Projects as Needed	as Directed by Customer

Our BPO Pay-Per-Use Pricing Model

Solartis BPO pricing is transaction-based, so you only pay for what we process for you. This represents a significant savings compared to a traditional FTE model, where clients are charged whether there is work available or not. Our flexible pricing structure allows us to work with you to determine the measure of use that most accurately reflects the unit of work. Sometimes it is per policy, other times per quote or some other measure of transaction volume - whatever works best for you.

Solartis Administer is more than just a people solution: we are a technology and people solution. With OptimX (the Solartis proprietary workflow engine) you have total transparency into all our activities. View real-time reports and drill down into our BPO activities on all tasks we process for you, at the strategic level or at the granular, specific task level. We can also extend OptimX for your use so we can coordinate all tasks associated with your full policy life cycle process whether they are performed by your team or ours.

Why OptimX?
from a Management perspective

- Track the current tasks to be completed
- Review performance for various processes – SLA's
    - Date Range
    - Multi-level drill down
- Identify potential areas for improvement (Exception reductions, SOP Enhancements)

Why OptimX?
from a Delivery / Production perspective

- Assign tasks based on turnaround time and priority rules
- Ensure no tasks falls through the crack
- Triggers next processes/tasks based on rules
- Hand over tasks from one user to another
- Set diaries / reminders for follow-ups
- Audit work based on the skill set of the users and maturity of the process

Give us a try with one of your backlogged or challenging business processes. Let's do a trial to see if Solartis Administer is right for you. Here's how we get started:

Step 1
Determine Initial Project

1. Identify scope / project parameters

2. Define targeted improvements (i.e. cost, quality, turnaround time)

3. Step through current business process / review existing documentation

Step 2
Prepare for the 2-week trial (1 to 3-day onsite visit)

1. Solartis meets with your Subject Matter Experts to refine or create the business process documentation

2. Leverage existing documentation / artifacts (if applicable)

3. Identify process improvements.

4. Obtain volume and peak volume information (i.e. monthly transactions etc).

5. Determine technology / connectivity protocols

6. Identify resource and communication requirements (Customer and Solartis).

7. Define Service Level agreement, quality assurance measures and reporting requirements.

8. Agree on trial timeline, process and activities (test data to be used, QA process, etc)

Step 3
Two Week Trial

1. On agreed test data

2. Utilize documented business processes (adjust if needed).

3. Assess turnaround timelines.

4. Fine-tune communication protocols and QA activities.

5. Run trial reports.

Step 4
Proposal Development

1. Document Scope of Services.

2. Document terms, costs, QA requirements, and Service Level Agreement.

3. Include 3 month "opt out" clause.

Trial Deliverables

1. Business Process documentation for Customer
   a. In-scope processes
   b. Procedures and guidelines
   c. Roles and Responsibilities
   d. Exception Resolution/Escalation

2. Trained Solartis staff.

3. Established and tested technology links between Solartis and Customer.

4. Documented reporting requirements.

5. Pricing Proposal, License and Service Level Agreement for Solartis BPO Services.

Go Live!

Solartis Insure:
Administer

Contact Solartis Today!
Schedule your free BPO consultation

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Benefits of Solartis Administer

BusinessProcessing Challenge	Solartis Administer Benefits
Business Growth	• Immediate (On-Demand) availability of skilled resources • Faster transition of processes (improve knowledge retention and reduce backlog) • 100% Insurance focused resources and skills • Leverage your existing technology and administrative assets
Fluctuating Business Volumes	• Eliminate chronic backlog problems • Process tasks as soon as received • Transactional Pricing: Pay for only the work performed (i.e. transaction-based pricing by business process)
Staffing	• On-demand Staffing • Eliminate hiring, training and staff turnover costs • Reallocate resources to higher value/critical tasks
Quality	• Improve quality of each task. All critical processes are internally sampled and audited for Quality Control and Assurance • Create consistency, one agreed process for all (thoroughly documented and approved) • Ongoing continual process improvement
Response Time	• Real time • Overnight • 24 hours

Achieving Excellence	• Underwriters can focus on improved underwriting and customer service skills
	  delink from the clerical activities
	• Recognize and respond to business and processing trends
	• Once the process is stabilized, address internal issues
	  e.g., turnover, re-training, process improvements, etc.

Solartis Team Capabilities

Solartis works exclusively in the Insurance Industry. Rigorous hiring standards, formal training and monitoring programs with a passion for excellence ensures that Solartis Administer is a leader in Insurance Operations processing.

Hiring the best

An employee is carefully recruited based on their education, aptitude, reasoning, listening, communication skills, and work ethic. As a result, our customers experience excellent results and consider each Solartis Administer team member to be an extension of their own in-house staff.

Training & Monitoring

Our entire team is trained using our Insurance Mentoring Methodology which provides one-on-one instruction through a formalized program emphasizing personal responsibility, information security, and quality control.

Service Excellence

Our documented business processes, quality assurance procedures and service level standards are the three keys to our service excellence.

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- Our customers include Insurance Carriers, Program Administrators, Brokers and Self-insured Organizations. Every Solartis Customer is a Solartis reference.

- Solartis has a singular focus on insurance policy administrative tasks and activities. This has been our focus since our founding in 2004. Our 650+ employees are all dedicated to the insurance business.

- Our documented business processes, quality assurance procedures and service level commitments have evolved over time and are proven. Our insurance carrier, program administrator and broker customers empower us every day to process their time sensitive critical tasks and activities.

- Our services fit you, not the other way around. Flexible, mix-and-match services to support you where you need it on your system or ours.

- You will be assigned a US-based account manager and all our activities are totally transparent. We meet with your team and provide daily, weekly and/or monthly reports as follows:

    - List of tasks we process for you

    - Processed volumes

    - Turnaround time

    - Quality

    - Questions we need to ask you

- We support all E&S and admitted commercial, personal lines and program business and are fluent in many processing systems and platforms.

- Solartis Administer can be used as a strategic or stopgap solution to help meet your short and long-term processing needs.

Technology and Security Precautions

- No hardware or software to purchase

- We use your technology or ours to deliver the services - you choose

- High level of information and physical security precautions and procedures

    - Fully insured

    - Data privacy tools and practices

    - Operational security procedures and practices

    - Incident response plans