MAJESCO

Majesco and DropIn enable better policy underwriting, claims and retention

Integration of DropIn's on-demand, live video platform with Majesco's core solutions help carriers underwrite policies and process claims better and faster

Partnership Delivers Efficient Policy and Claims Processing

Majesco CloudInsurer leverages Majesco's experience with over 30 cloud customers, providing a business platform with broad appeal for all insurers from greenfields, new startups and incubators, to mid-market and tier one insurers. Majesco CloudInsurer provides a core insurance software platform leveraging Majesco core solutions including policy, billing and claims. It is pre-integrated with a digital, multi-channel platform leveraging Majesco DigitalConnect and robust, ready-to-use content for products to rapidly jump-start the business.

Majesco Partner EcoSystem built around Majesco CloudInsurer is designed to provide customers with strategic and operational business value by extending and expanding our software and services with the complementary and unique capabilities of our partner solutions across the insurance value chain.

DropIn provides an on-demand, live video platform for P&C insurers, MGAs, TPAs, and managed repair networks. DropIn gives insurers the ability to engage with the customer through a live video feed, enabling faster, more accurate claims and underwriting processes. Insurers can quickly and easily request streaming video and high-resolution photos to be captured directly by customers' smartphones or via a crowdsourced independent contractor network using smartphones and drones.

As part of this partnership, the features and functionality inherent to the DropIn platform have been pre-integrated with Majesco CloudInsurer through the Majesco DigitalConnect platform to offer engagement capabilities through the use of live video which will enhance and streamline the underwriting and claims experience for insurers and end users alike. Greenfield and startup insurers, in particular, will find it easy to achieve a fast ROI with this integrated solution and access to the DropIn Droperator network.

A Powerful Combination

- Cloud-based core solution pre-integrated with live video capabilities for underwriting and claims processing

- On-demand access to a network of drone and smartphone users in the field

- Instant access to a live video feed – it's like being in two places at once.

Partner Solution Highlights

- On Demand Live Video Platform
  - Direct-to-consumer or resource
  - On-demand to Droperator
  - On-Demand to drone

- Single Solution pre-integrated with no additional investments required

- Pay-as-you-go model

Using live video for policy underwriting, claims & retention with direct integration to core cloud-based policy administration and claims systems

For underwriting, the insurer can send an SMS to the customer with a link to download DropIn, enabling them to go live within seconds. The insurer can then verify the customer's information and accurately write the policy.

For claims, insurers can send an SMS to the customer similar to the underwriting process. DropIn enables insurers to get visuals of claims without requiring internal or external adjusters to travel, thereby enabling faster, more accurate claim resolution.

After the claim is viewed, the insurer can refer back to the underwriting live video for reference which will reduce fraud for insurers, and provide a quicker, more efficient processing time for customers.

Droperators and drone operators are DropIn's on-demand workforce, and are available for insurers as a third-party, independent proxy. Using the integrated DropIn web application, insurers enter the address of the claim they need to view. The nearest Droperator accepts the job and initiates the live stream, communicating with the insurance professional and capturing all requested photos and video of the damaged property.

DropIn is pre-integrated with Majesco's core systems making the entire operation seamless for the underwriter or the claims adjuster.

About DropIn

DropIn, Inc. (DropIn) provides an on-demand, live video platform which enables more precise underwriting risk assessments, speeds claim resolution, enhances damage estimate accuracy, and reduces indemnity and loss adjustment expenses (LAE). DropIn ensures property and casualty (P&C) insurance companies, managing general agencies (MGAs), third-party adjusters (TPAs), segments of the automotive industry, and managed repair networks, can access and utilize streaming video and high-resolution photos captured directly by customers or via a crowdsourced independent contractor network using commonly-available insurtech tools, such as smartphones and drones, to achieve better insight into the intricacies of auto and property damage for enhanced decision-making. **For more details on DropIn, please visit** **www.dropininc.com**

About Majesco

Insurance business transformation is a journey of change and revitalization, a renaissance of Insurance. Approximately 150 insurance companies worldwide in P&C, L&A and Group/ Employee Benefits are transforming their businesses with Majesco's solutions. Our market leading software, consulting and services uniquely underpin the entire insurance value chain and are designed to empower insurers with the agility, innovation and speed needed to meet their transformation opportunities. Majesco's solutions include policy management, new business / underwriting, rating, billing, claims management, distribution management, BI/ analytics, predictive modeling, digital platform with mobile and portal, testing services, cloud services, bureau and content services, transformation services, consulting services and more. **For more details on Majesco, please visit** **www.majesco.com**

"Insurers can benefit from operational efficiencies, better underwriting and claims handling by integrating emerging technologies that leverage streaming video, drones and crowdsourcing, with their core software "Majesco's investments in the InsurTech ecosystem gives our CloudInsurer customers the benefit of taking advantage of newer capabilities in a plug and play mode."

— **Prateek Kumar, EVP of P&C Business at Majesco**

SPEED

INSURANCE RENAISSANCE

AGILITY

INNOVATION