Majesco Guide Stream 360

Virtually guide policyholders to collect critical information and optimize underwriting decisions
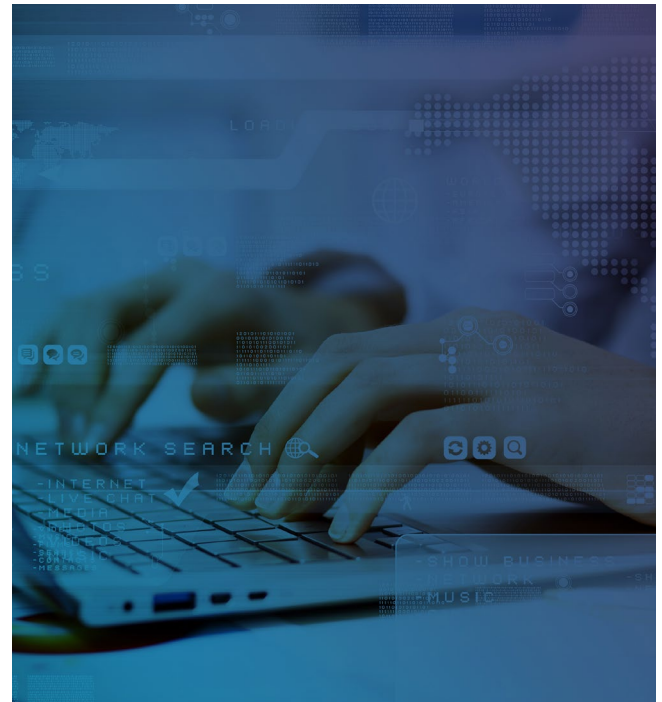
MAJESCO

Purpose-Built To Drive Intelligent Risk Insights For Carriers

Today's market environment demands a greater focus on underwriting profitability and proactive risk mitigation to minimize or eliminate claims. Enhanced customer experiences are also now a top investment priority for P&C insurers to remain competitive leaders.

As a result, insurers are now considering loss control not just for complex, high-risk scenarios, but across a broader swath of submissions leveraging self-service loss control, automation, and integration to core to drive broader portfolio profitability.
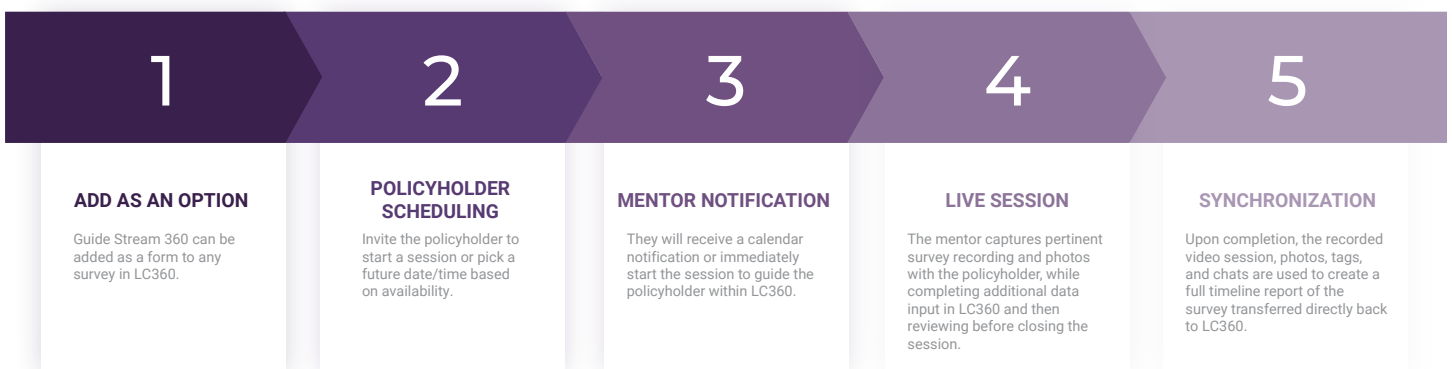
Loss control is no longer a nice to have, but a must have to compete and manage the rapidly shifting risk environment.

The Future of Loss Control with Majesco Guide Stream 360

To retain or regain customer trust and satisfaction, insurers now must consider all dimensions of the customer experience across the value chain, creating a next-generation customer experience that is much closer to the "Amazon experience." But to do that, insurers' priorities, plans and investments must align to the customer, rather than to internal operations.

Seamlessly integrated with Loss Control 360 to cost effectively assess more of your business, drive better outcomes, and proactively manage risks for greater customer experience:

1	2	3	4	5
ADD AS AN OPTION	**POLICYHOLDER SCHEDULING**	**MENTOR NOTIFICATION**	**LIVE SESSION**	**SYNCHRONIZATION**
Guide Stream 360 can be added as a form to any survey in LC360.	Invite the policyholder to start a session or pick a future date/time based on availability.	They will receive a calendar notification or immediately start the session to guide the policyholder within LC360.	The mentor captures pertinent survey recording and photos with the policyholder, while completing additional data input in LC360 and then reviewing before closing the session.	Upon completion, the recorded video session, photos, tags, and chats are used to create a full timeline report of the survey transferred directly back to LC360.

Digital Business Value Delivered. Today and Tomorrow.

COLLECT & LEVERAGE CRITICAL RISK INFORMATION

Empower staff to remotely take and identify photos, fill form answers, and make recommendations as if they were right on site.

VIRTUAL DATA COLLECTION

Offer touchless, cost-effective data collection methods such as self-survey, phone surveys and third-party data to meet customer needs.

ROBUST MENTOR VIEW

Mentors have easy-to-use interface packed with a variety of features that make collecting risk information a breeze, while providing live, collaborative customer support with policyholders to complete and transfer information.

NO APP NEEDED

Easily conduct virtual surveys with iOS, Android, and Windows users with a web-based application that does not require an app to be installed for the mentor or policyholder.

SEAMLESS INTEGRATION

Guide Stream 360 seamlessly integrates with LC360 and Majesco Core to streamline workflow.