



Outsource
Insurance
Services

Outsource Insurance Services

1.1. Insurance Customer Support Services

○ ***CALL CENTER SERVICES:***

Insurance service providers worldwide are facing dwindling volumes especially driven by reduced customer volumes. Today, customer service is exceptionally important if you want to create a strong brand image and hold on to existing customers. We ensure your customer queries are met with professional replies, and out cold calling techniques always ensure you can secure new leads which turn into profitable sales.

○ ***INSURANCE SERVICES:***

Our insurance services are ideal for clients based in Bahrain as well as other countries and can help solve problems brought on by increasing compliance, advances in technology. Our end-to-end services ensure your requirements are met in house at every step of the way, reducing costs while providing more reliability. Our services include:

- **Claims Processing**
- **Policy Checking**
- **Quote Summary & Proposal**
- **Insurance Renewal Exposure Summary**
- **Document Indexing**

○ ***ACCOUNTING & BOOKKEEPING:***

Our accountants ensure your books are kept to order, and all income, expenses, liabilities, assets, and equity transactions are recorded and double-checked for continuity. Our accounting schedule works around the time set by you and is completely governed by your needs. Our services include:

- **Document Indexing**
- **Bookkeeping Services**

○ ***DATA ENTRY SERVICES:***

Business success for insurance providers depends on efficient ways of dealing with paperwork, customer deliverables, underwriting and claims support, etc. By

liberating your team for routine and non-important functions, our services include:

- **Data Processing**
- **Invoice Data Entry**
- **Data Cleansing**
- **Data Conversion**
- **Online Catalog**

1.2. Our Data Entry Services

Insurance companies have tons of data to be collected and processed regularly. A lot of data entry is involved in various insurance processes which need to be carried out within a quick time. Correctly entered data can be extracted and analyzed which can be further used by businesses to take key business decisions.

Our team of data entry specialists is trained to handle any kind of insurance data entry requests on any kind of insurance software available in the market

Omni Pro Insurance Data Entry Services:

1. New Business Data Entry
2. Applications Data Entry
3. Insurance Data Mining
4. Quoting and Proposal Data Entry
5. New Producer Books Data Entry
6. Insurance Data Analytics
7. Prospect and Market Research Data Entry
8. Invoice Form Data Entry Services
9. Data Conversion
10. Data Cleansing Services
11. Data Extraction Services
12. Data Processing

1.3. Comprehensive Collection System

- Generate online Invoices.
- Send invoices, by SMS & Email's, Other Channels, also Auto Schedule Invoices
- Online payment Gateway, linked to your CRM & Your Bank account
- Track Transactions in real-time and Send auto reminders to customers
- Reporting and analysis tools

1.4. SMS- Insurance Solutions

How can an SMS messaging service benefit your insurance business?

Omni Pro- is proud to provide SMS insurance solutions to help your insurance business to generate and capture leads and to improve payment times for your policy holders.

We provide the best pricing model for your business, choose the best that suit you

- OMNI-PRO PRICING STRUCTURE FOR INSURANCE BACK-OFFICE SUPPORT:

Omni Pro provides Insurance Support Services at highly competitive rates. You can choose from these pricing structures:

- Full-time Employees:** A dedicated employee will be assigned to your project full-time (160 hours per month) and you will be billed on a monthly basis.
- Hourly Rates:** This model is suitable for lower volumes of work.
- Project pricing:** We can provide you cost per project after assessing your needs. Our hourly rates are between 2 BD- 4 BD per hour depending on the type of task, complexity of task and resources required.

Omni Pro experienced and trained staff can handle all types of insurance back-office support for Insurance companies and Insurance agents.

1.5. INDUSTRY SECTORS WE SERVE

Businesses these days are generating humongous data which can be put into good use through data science services. Some of the industries which leverage our solutions include:

- Automobile
- Aviation

- Customer Analytics
- Data Centers
- e-commerce Sites
- Finance
- Gaming
- Healthcare
- Insurance
- Logistics
- Marketing
- Recruitment
- Retail Management

1.6. OUTSOURC INSURANCE BACK-OFFICE OPERATION SERVICES

Quote Summary, Proposal & Certificate of Insurance (COI):

- Providing a detailed summary of coverage details carrier-wise
- Extracting carrier financial ratings, meeting client proposal requirement and preparation of premium and commission summary table for all quotes
- Quote comparison by preparing structured spreadsheets
- Populating and updating required information in standard proposal template
- Finalizing proposals and delivering printable/presentable formats
- Receiving, process and issuance of insurance certificates
- Quicker process request follow-ups and management of third party communication
- Contact verification for compliance and follow-ups on non-compliant matters
- Renewal requests and compliance reporting
- Issue of revised certificate on renewal

Document Indexing & Filing:

- Document segregation based on the usage
- Easy retrieval of documents by labeling them as per the prescribed naming conventions and index
- Preparation of document summary for policies
- Making sure documents can be easily tracked and edited as required in future

Loss Run Processing:

- Sending Loss Run requests to previous insurers for reports

- Analysis of Loss Run data for insurance renewals and preparation of claims report
- Sending reports pertaining to claims and notifying the underwriters if loss run is not available

Policy Checking:

- Reviewing policy documents for complete and genuine information
- In case of renewals, making sure the policy matches the proposal or previous term policy
- Variance recording based on detailed review findings
- Revision of policy document based on variance reported to carriers and the entire insurance commission management
- Delivery of final policy document without and reported variances

Endorsements:

- Increasing the coverage of an insurance policy
- Deleting or limiting the coverage of a policy
- Addition or deletion of title or location on a policy
- Mid-term additions
- Premium's adjustments resulting out of insurance endorsements

Billing & Accounts Receivable:

- Accurate and timely delivery of requirements
- Timely collection of payments through reminders and follow ups
- Receiving and recording payments
- Checking if premium installment has been set up as per customer's preference
- Reconciliation of accounts receivable and reporting
- Archive maintenance as per requirements

Renewal Exposure Summary:

- Reduction in overall costs
- Improving efficiency of operations
- Quick turnarounds
- 24/7 availability
- Improved quality

24/7 Insurance Back-office Support

- Insurance Appointment Setting Services
- Insurance Commission Management- System

- Insurance Data Entry validation- System
- Insurance Endorsements
- Insurance BPO Customer Support
- Insurance Reporting- System
- Underwriting for Property and Casualty Insurance
- Life/Annuity Insurance Underwriting
- Catastrophe Modeling for Insurance
- Warranty Claims Management
- Business Process Management (BPM) for Insurance
- Insurance Software
- Insurance Analytics

1.7. OUTSOURCE WORKFLOW AUTOMATION SOFTWARE

Organizations today have to deal with large amounts of paperwork on a daily basis. With large volumes of work, absence of a single location to store information, employees find it increasingly difficult to access the required files on time. If your organization is facing a similar situation, consider outsourcing workflow software to Infomart. Our workflow automation software can help you effectively execute, track and archive your business processes and make them easily accessible to your employees. Infomart workflow application services can bring about an increase in your organization's productivity and efficiency. Advantages of using Infomart workflow automation software

- **Documented Information:**

A workflow software can help you document your business processes and any information that is passed on through training, seminars and word of mouth. Organizations who do not have a workflow automation software lose such valuable knowledge, information and processes when employees leave and when processes change over a period of time.

- **No Loss of Data:**

During the execution of manual processes, important data can be lost or omitted. A workflow application can help you ensure that there is no loss of valuable data.

- **Easy Scheduling:**

If your organization is using manual processes, you will realize the difficulty in scheduling. The absence of an employee may bring about a change in the schedules. Unlike a workflow automation software, manual processes will not be able to transfer tasks.

PROPERTY MANAGEMENT BACK OFFICE SERVICES

Omni Pro in-house team consists of property management experts, property contract managers, administrators, and support staff with experience in handling property management back-office services. Be it commercial or residential, Omni Pro can lighten property management tasks and some of the services we offer include:

1. Property Management Support Services:

- Interacting with property owners, prospective buyers and tenants, present tenants and stakeholders, coordinating with all of them for smooth functioning
- Performing activities related to background verification of prospective tenants and buyers, as required
- Checking properties of clients on a regular basis to check for anything that needs to be addressed immediately
- Addressing all complaints and queries raised by tenants through email, call or live chat

2. Property Management Maintenance Services:

- Undertaking complete maintenance of commercial and residential properties
- Addressing all complaints made by the tenants and liaison with plumbers, electricians and other onsite staff to address complaints, contacting relevant vendors to perform maintenance work
- Attending to repair works and upkeep of property ensuring it is managed in near-real-time- with follow up with
- Providing reports containing all the updates of repair work done and pending

3. Property Management Payment & Collection Services:

- Collecting rent/ service charges on your behalf and ensuring deposit and documentation is in place

