

# Zühlke develops a global underwriting system for Zurich Insurance Group



Zurich Insurance Group (Zurich) introduces an underwriting system to optimise its process for handling global corporate customers. Zurich entrusts Zühlke with the development of the platform.



## Benefits in a nutshell

- **Zühlke implements global underwriting system for Zurich**
- **This shortens process throughput time and improves quality**
- **The underwriting platform increases customer satisfaction**

## Innovative delivery model means rapid success

Zühlke uses a managed capacity model in its development of the system. Zurich benefits from the specialists at Zühlke and their years of interdisciplinary experience. Despite the significant complexity and an approach geared toward sustainability, they are continuously delivering new features. This agile approach increases internal acceptance for the project at Zurich. And this kind of collaborative partnership leads to rapid results.

## Shorter throughput times and greater quality

The innovative underwriting platform developed by Zühlke includes a digital end-to-end process that replaces more than ten individual tools. This enables users to process complex risk assessments, country-specific insurance law, pricing, and contract and policy management in a fraction of the throughput time and in greater quality. This results in increased satisfaction among customers and employees and represents a major advance in Zurich's strategically important dealings with international corporate customers.

## Complex global business

Zurich is one of the few players in the market that insures companies operating globally. The wide array of customers, country-specific regulations, and geological and meteorological conditions make the underwriting process in this field highly complex. Zurich decides to optimise this process by developing a new tailor-made global underwriting platform. Zühlke receives the commission for implementation.



'With Zühlke, we found a partner who is flexible in responding to changes in the programme, whether technological, organisational or commercial.'

**Claude Haueter**

Project Director, Commercial Insurance, Zurich Insurance Group

**Tools & Trends:** insurance, enterprise software, managed capacity model