

The TIA Foundation

The TIA platform: Your new digital journey meets insurance-business efficiency

Empower a smooth digital experience for your self-service customers.

Optimize your employees' workflow to improve efficiency and enhance customer satisfaction.

Open by design – for vast integration possibilities



The TIA Foundation incorporates the essentials for running any insurance business process and provides excellent integration opportunities across the insurance value chain.

Because of its open architecture and **REST API**, the TIA Foundation fits into any enterprise application landscape and offers integration opportunities in terms of consumer engagement platforms, and underlying data analytics systems. It also incorporates all the fundamental functionalities insurance companies need to run

their business processes smoothly and efficiently from a central system, including accounting, collections and disbursements, case and task management, batch maintenance, printing, correspondence, reporting, user maintenance and authorization as well as other common configuration and setup facilities that can be used across the TIA Solution modules.

TIA foundation: The benefits

- **Empower a smooth experience for self-service customers.** Today's insurance consumers expect to be able to serve themselves online with ease and simplicity. The TIA Foundation's REST API offers faster, easier integration to third-party self-service applications. This can help you provide faster sales and quoting information, a better policy overview, and quicker, easier registration of claims for self-service customers.
- **Improve operational efficiency.** By providing a common setup and maintenance facility for many activities, TIA allows you to get full control of the supporting functions within each of the departments running on TIA and leverage efficiencies through the re-use of similar configurations. This improves workflow efficiency across your business.
 - Full support for multiple currencies and dual currencies
 - Unlimited number of languages
 - Several business brands on the same solution within the same database
 - Common overview of all users, their tasks and department activities
 - Comprehensive overview of financial transactions per customer or third party
 - Seamlessly integrated Collection and Disbursement

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Functionalities at a glance:

- Country layers
- Accounting, Billing and Disbursements
- Case and Task Management
- Complaint Handling
- Batch Scheduler
- Printing and Correspondence
- Product documentation
- User Management
- Authorizations

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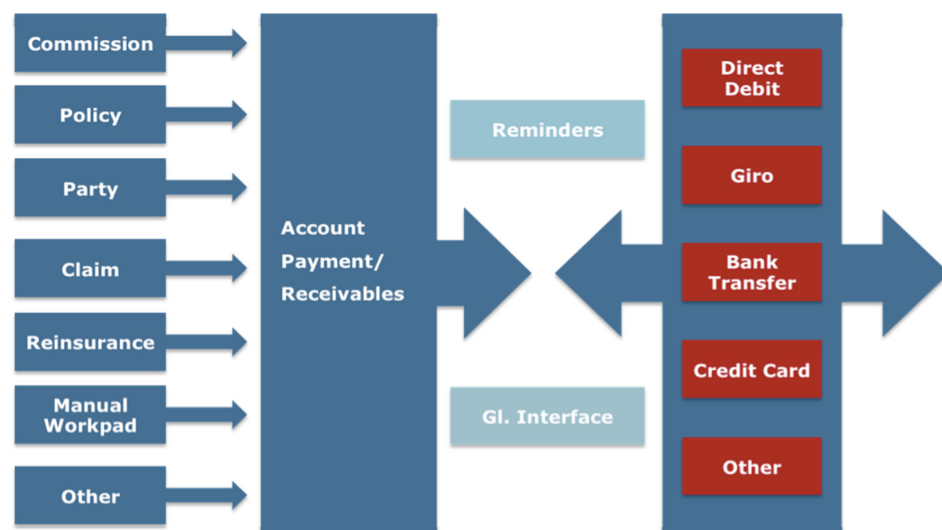
Find out more about how the TIA solution can drive your business strategy and sharpen your competitive edge.
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Key functionalities of the TIA foundation

Country Layers, or country-specific functionality, is a set of local extension modules that supports connectivity to the insurance-relevant authorities, registries, financial institutions and third-party programs that insurers deal with in their daily operations in a given market.

TIA Account is a comprehensive account payable and receivable module fully integrated with the other modules within the TIA Solution. TIA Account ensures that all cashflow between the company and any customer or party is centralized, thereby providing a total overview of financial interactions. TIA Account interfaces easily with any General Ledger System through the General Ledger Interface.



The **TIA Case and Task Management** module allows you to log information and actions, and assign them to relevant handlers or departments. The module can both stand alone and be integrated into other TIA components that generate tasks to handlers. Assigned cases and tasks appear on the homepage of each relevant handler. Each handler also has access to the tasks assigned to the department in general instead of to individuals.

The **TIA Complaint** module allows you to keep track of the received complaints from the time of reporting to their closure, helping you streamline your business processes for handling customer disputes and improve customer satisfaction.

The **Batch Scheduler** module controls the execution of programs to be run automatically on a deferred basis either individually or periodically. The module handles renewal processes, updating of data warehouse, data loading from external sources, exports to analytical databases/external sources and more. Practically any function within the TIA Solution can be executed via the Batch Scheduler module. Notifications can be included to inform the responsible staff as required.

The **Print** module handles printing of documents, selection of network printer, printing paper, batch/online print, and sorting of customer print. All documents or lists can be printed instantly or queued for batch printing on local and/or central printers.