

The TIA Sales module

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

Empower a smooth digital experience for your self-service customers by letting them compare and choose on their own terms.

Expedite the internal sales process to convert more customers quicker, in a way that ensures customer satisfaction.

A smoother, more customer-centric sales process



The TIA Sales module makes it easy to convert potential customers and serve existing ones even better with a fast, efficient sales process.

With TIA Sales, you can improve the digital sales journey for self-service customers and provide your Sales people with an overview of call-in customers and their data to convert quotes to policies quicker. TIA Sales is a set of tools and components that supports insurance sales professionals in attracting and retaining insurance customers and speeding up the sales process. It

brings structure, agility and openness to your sales process and improves customer satisfaction.

TIA Sales is just one element of the full TIA Solution, a standard, scalable insurance platform that drives your business strategy and sharpens your competitive edge. TIA provides insurers with benefits throughout the insurance value chain

TIA Sales: The benefits

- **Empower a smooth experience for self-service customers.** TIA Sales puts your self-service customers at the center with a seamless digital journey. They can obtain quotes on existing and new policies, and the online sales process is user-friendly and efficient no matter which digital channel they prefer.
 - Self-service opportunities through REST services
 - Customer-centric multi-channel distribution
 - Incentive-based Member Get Member system
- **Improve operational efficiency.** TIA Sales streamlines your operations so you can get more value out of each customer. From efficient quotation management to speedy resolution of disputes, your employees can easily view all the customer data they need to be more efficient in their daily work.
 - Central database with all customer data across contact points
 - Streamlined quotation management
 - Automated underwriting with rule-based configuration
 - Cost-effective campaign handling and sales support activities
 - Sales-statistics overview
 - Agent performance monitoring and commissions

Key features of TIA Sales:

- Customer-centric overviews
- Automated collections and disbursements
- Real-time payment
- Dedicated workplace for each new customer accessed within the system
- Quick Quote
- Parallel quotes
- Easy conversion of quotes to policies
- Quotes on existing policies
- Automated underwriting & escalation
- Support for multiple channels
- Marketing campaigns
- Member-get-member incentives
- Sales statistics

Contact us

Find out more about how the TIA solution can drive your business strategy and sharpen your competitive edge.
tia@tia.dk

TIA Technology A/S
 Bredevej 2
 DK-2830 Virum
 Denmark
 T +45 7022 7620
 F +45 7022 7621
 W tiatechnology.com

A simple self-serve sales process

The TIA Sales module increases your conversion rate with self-service customers by offering clear, quick quotes and a simple sales journey. Our Quick Quote feature offers quick non-binding quotes across multiple online channels, including aggregated searches. Once a customer is engaged with a quick quote, they are guided seamlessly through a multi-step buying process that enriches the quotation. The full quote, which is based on the same rules and tariff as the quick quote, is then presented to the customer.

The TIA homepage

The TIA Homepage (below) is your employees' entrance and primary workspace and serves as a hub for various sales activities and as a launch pad for various tasks. The homepage is role-based and each of your employees can easily and quickly customize it to meet their daily needs. For your sales staff, that means an improved workflow that better serves your customers and increases your conversion rate.

The screenshot shows the TIA homepage interface. On the left is a navigation menu with sections: User Workflows (Find/Create Party, Configuration, Management), Recent Customers (table with Party ID, Name, Site), and a main content area titled 'Homepage'. The main content area contains three task lists:

- User Task List:** A table with columns: Source, Id No., Action Date, Task Code, Task Description, Description, Name Id, Name, Site. It lists various tasks like 'CLAIM Claim task' with descriptions such as 'Ask for estimated co...', 'Closing letter', 'Confirm claimform r...', 'Ask for information f...', 'Make Payment', 'Ask for estimated co...', 'Closing letter', 'Get the receipts', 'Ask for witness state...', and 'Ask for information f...'.
- Department Task List:** A section header for department-specific tasks.
- Claims Handler Overview:** A table with columns: Claim No., Status, Description, Notification Date, Incident Date, Object Id, Name Id, Name. It shows open claims with details like '1973 Open 07.02.2017 07.02.2017 46035 Lasma Luka'.

The TIA home page

Sales support from our Services & Solutions team

TIA's Services & Solutions team is 50 insurance-IT specialists strong. Reach out for consultation or support around creating the sales process that best supports your customers and your business.