

# AMI Core System Transformation Delivers Enhanced Customer Service, Efficiency, and Cost Reduction

## Business Case

To transform into a modern digital insurer, New Zealand-based AMI needed to refresh its outdated policy administration, billing, and claims solutions. By replacing its legacy core systems with EIS Suite™, AMI now enjoys greater efficiency and lower costs while offering new data-driven products, better pricing, and enhanced customer service.

As part of its core system transformation, AMI sought a system that would provide:

- Multichannel customer experience including online and mobile self-service
- Increased product agility
- Automated and optimized processes
- Built-in workflow and work management to drive business efficiency

EIS® core insurance software provides policy administration, rating, underwriting, billing and claims management, self-service portals and mobile apps, distribution management, customer relationship and communications management, reporting and analytics, as well as document generation and management.



AMI received a Celent Model Insurer Asia Award for its legacy and ecosystem environment transformation effort that included the successful implementation and deployment of EIS Suite.

## Project profile:



23 classes of motor products

more than **1 million** policies



8 building types

**70 stores + 2 call centers**

full core suite deployment =



months

## Project scope:

Full core suite, including:



Policy Admin



Claims



Billing



Customer Engagement

**\$1.6m**

annual infrastructure cost avoidance

**\$1.1m**

annual savings in support costs



**Product Agility**

50% less time and 67% less cost to create new products



**Claims Improvement**

40% less time to settle claims



**Agent Training Time**

20-25% reduction



**Quoting Time**

15% reduction