APRIL 2024

Your next now

Spring '24 Release

"What blooms from beautiful
seeds of thought becomes
a symphony of colorful
abundance."
- Jazz Feylynn

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Safe Harbor Statement

The following is intended to outline our general product direction. It is intended for information purposes only and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Majesco's products remain at the sole discretion of Majesco.

"The Spring '24 Release stands out as our most impressive yet, spotlighting our relentless innovation with hundreds of new features across our extensive product portfolio. Among these remarkable innovations is Majesco Copilot, a GenAI assistant powered by Microsoft GenAI technologies, which has the potential to set new benchmarks for user productivity and customer experience. Our commitment to meaningful innovations remain steadfast, and we are excited to collaborate with customers in shaping the future of insurance."

Manish Shah
President & Chief Product Officer at Majesco

MAJESCO P&C INTELLIGENT CORE SUITE

P&C Intelligent Core Highlights

Majesco Copilot

Take actions quickly within Copilot, get targeted help through the entire suite. You can now refine text in both Claims and Billing.

Performance and Implementation Improvements

Changes to core security to improve system performance and on-demand document generation and faster implementation times.

Glovebox Integration

Seamless integration of policies and billing for all connected agencies and end-insured into a single destination.

Improved Daily Experience

Customer led workflow improvements to speed up daily tasks including new grouping in the policy tab, sending documents with payment checks, Carrier Payable, and "delete all" for large schedules.

Personalize your Landing Page

Add or edit the landing page cards to show exactly what you want to see, the way you want to see it.

Majesco Copilot
## Refine text, take action, get targeted help

Capabilities & Business Benefits

The Spring '24 release continues to add capability to Majesco's Copilot:

- Take action in Majesco Policy, Billing, and Claims such as adding tasks, cancel and reinstate a policy, executing write-offs, and close a claim.
- Ask how to do something in Copilot and get step-by-step instruction across the suite.
- Refine user entered text in billing.

The Value-Add

- Save time and clicks by telling Copilot what you want to do and watch as Copilot completes the task for you.
- No more going to a user guide and searching through it – the specific steps you need are given to you, without leaving your screen, step-by-step.
- Take notes as you think without worrying about grammar or style and Copilot can adjust the text to an appropriate length, tone, and content.
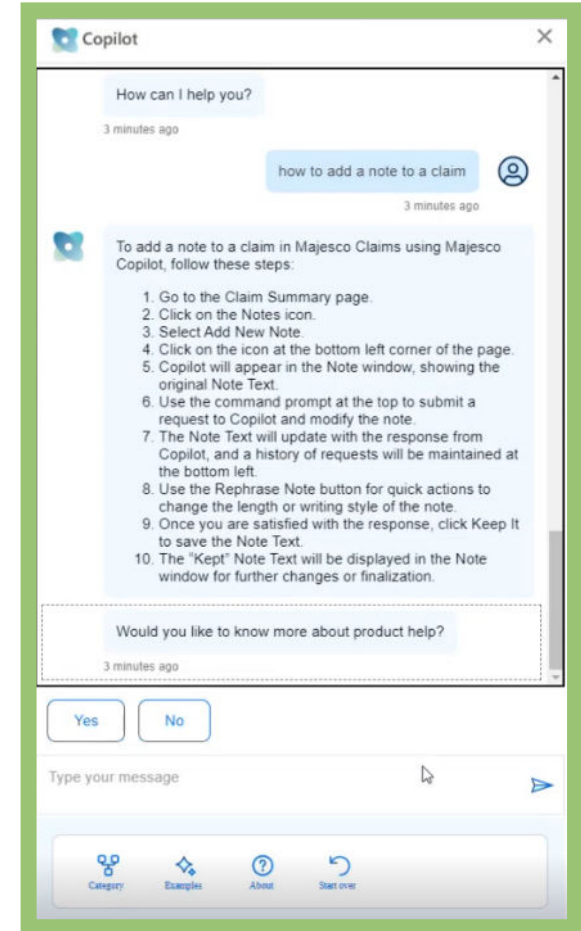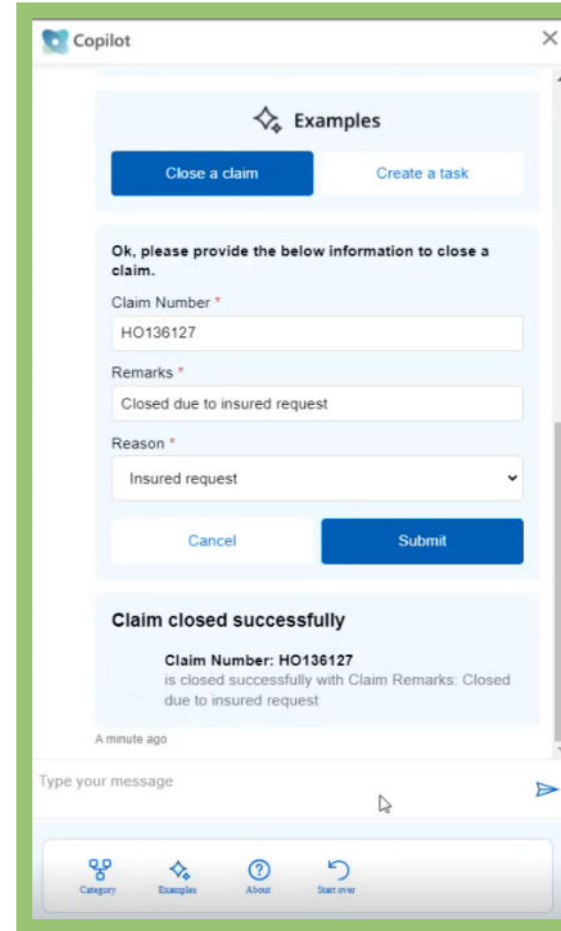
GloveBox Book of Business (BoB)
Direct connectivity to retail agents & policyholders delivering live policy data & documents

Capabilities & Business Benefits

With the GloveBox Book of Business integration, you can:

- Pass entire books of business (data and documents) downstream in real-time to your agents and policyholders.
- Support a single access point for agents to access policy information.
- Support a single access point for policyholders to access policy information.
- Significantly reduce inbound customer service requests to the carrier and agent by up to 30% with data and document self-service

The Value-Add

- Remove manual policyholder inquiries for policy documents and details to both carrier and agent.
- Simplify agent interactions with the carrier by reducing the need for multiple system navigation.
- Deliver information in real-time to help support enhanced automated self-service capabilities.
- Increase client retention and deliver a world-class client experience.

Downstream data & document flow

MAJESCO+GLOVEBOX MEANS COMPLETE STAKEHOLDER CONNECTIVITY

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Leader in Policy Admin Core
Intelligent Core Suite, your market-leading cloud platform.

Policy Data & Documents At Carrier Level
Intelligent Core Suite allows for ease of policy data and document management that drives carrier growth & profitability.

GLOVEBOX

Policy Data & Documents At Agency Level
GloveBox's cutting-edge Book of Business integration with Intelligent Core Suite delivers policy data and documents to retail agent.

Policy Data & Documents At Policyholder Level
GloveBox's suite of policyholder technologies allows for seamless delivery of policy data & documents to policyholder in real-time.
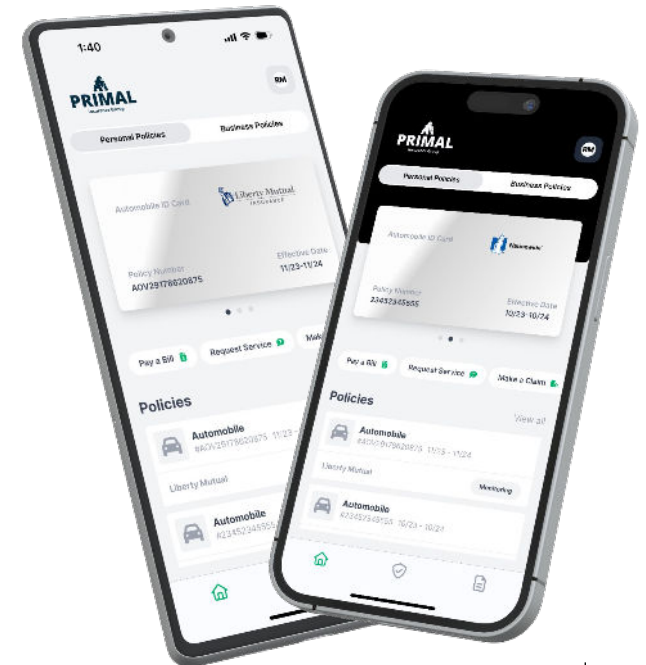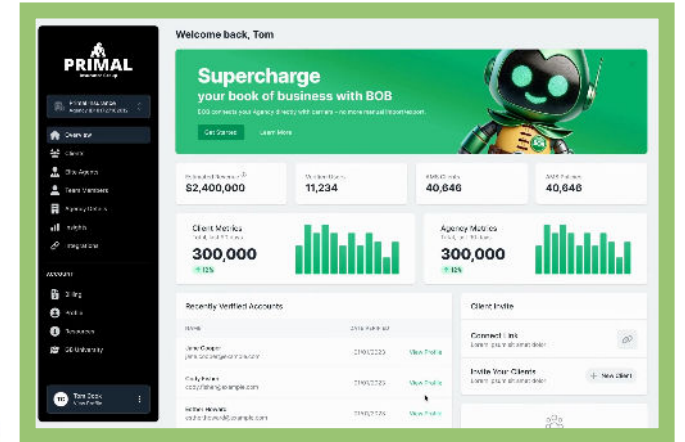
Improved Daily Experience
## We've made things you do every day easier and faster

Capabilities & Business Benefits

Improvements based on your feedback:

- New policy grouping in the policy tab
- "Delete all" for large schedules in Policy
- Carrier Payable capability in Billing
- Sending documents with payment checks in Claims
- Change vehicle / driver / owner (insured) post FNOL in claims

The Value-Add

- More quickly navigate policies, especially complicated accounts, showing only the information needed, sorted, and exportable.
- No more manually adding / changing / deleting large schedules. Large schedules can be completely replaced at renewal.
- Manage the complete carrier payable lifecycle, tracking payables, bordereau files, carrier statements, reconciliation, making payments, and track taxes for MGAs.
- Provide a breakdown of individual payments in bulk payments providing more clarity and transparency.
- Make updates to a FNOL as the claim matures without having to create new records or features, saving you time in your workflow.
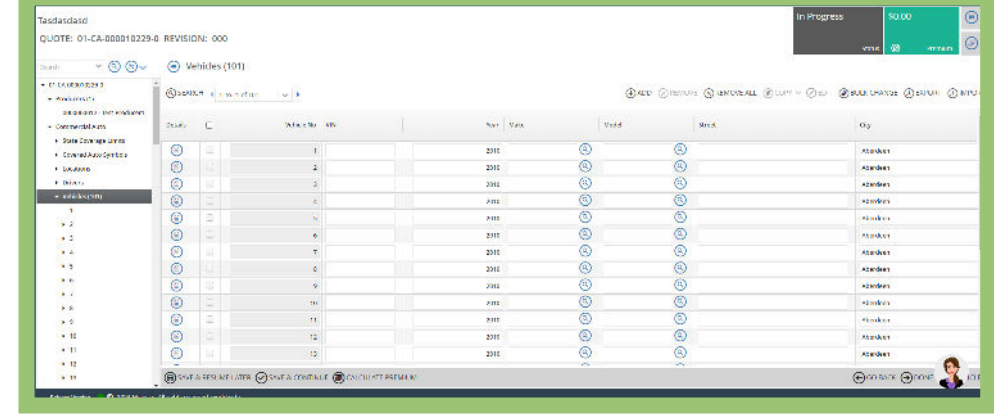
Delete All
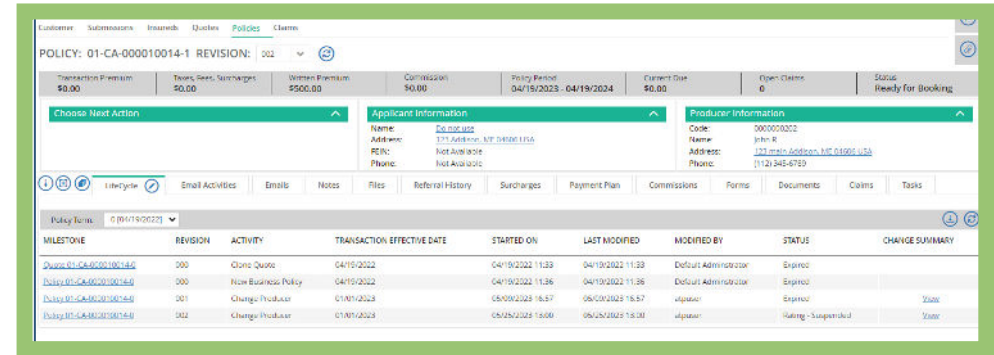
Policy Grouping
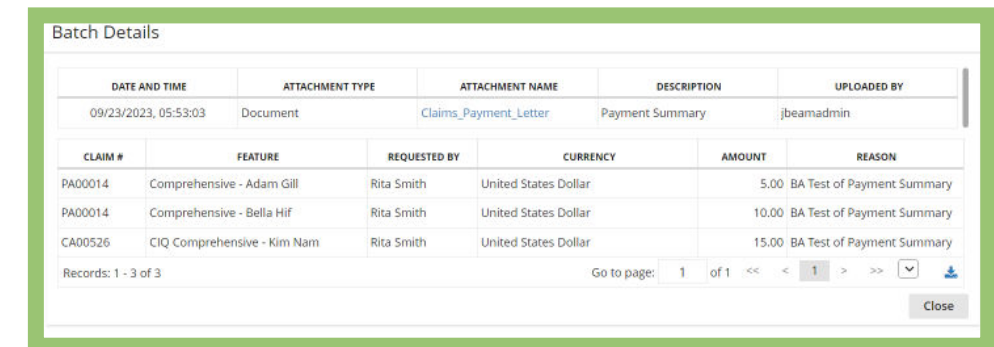
Send Documents with Claims

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Performance & Implementation Improvements

Improvements to performance throughout the suite and faster implementations

Capabilities & Business Benefits

We've made a series of improvements throughout to improve system performance:

- Moved some services to a dedicated server to improve application performance.
- Performance improvement
  - Removed logging
  - API response improvement
  - Security re-architecture caching
- Revamped project mapping tools and baseline performance metrics

The Value-Add

- Lower load on your core product servers means a more responsive application and supporting services with less downtime.
- We'll be able to map and plan implementation projects more quickly, getting you value more quickly, saving you time, and money.
- Better predictability of performance with upgrades and implementations.

Personalize your Landing Page
Get exactly what you want to see when you log in

Capabilities & Business Benefits

You can now personalize your landing page by:

- Create new landing pages based on role or product.
- Modify existing landing pages.
- Manage role access for pages and cards.
- More landing page themes including using your own branding.
- Choose your own Quick Actions.
- Create and publish your own widgets from Majesco Intelligent Core.

The value-add:

- Always have the most important information when you first log in.
- The most relevant information for your role is presented, eliminating otherwise distracting cards.
- Save time by modifying an existing landing page rather than creating one from scratch.
- Get the benefits of bespoke widgets, giving you the exact information in the exact way you want to see it without the time or cost of actual custom work.
- Putting the quick actions, you'll use most saves your time.

MAJESCO P&C CORECONNECT

CoreConnect Highlights

Workflow Support

Platform wide event publishing allows any quoting, underwriting, billing, or claims system to receive real-time updates of status changes and actions taken on CoreConnect.

Premium Override

Empower users with interactive self-calculating premium overrides, allowing for real-time adjustments, and greater control over pricing strategies.

Glia Integration

Enable effortless personal omni-channel customer support with Glia's powerful interaction management platform.

Consolidated Customer Billing

Unify all customer's policy bills into a single bill to provide a better billing experience.

Loss History

Enhance risk assessment and management by integrating third-party loss data with user-entered losses in CoreConnect, offering a comprehensive view of loss history for informed decision-making.

Workflow Event Bus

Capabilities & Business Benefits

CoreConnect now features an externalized event bus to which any platform event, action, status or notification can be published. This foundation enables any system to subscribe to events of interest to trigger advanced workflows and actions.

The Value-Add

CoreConnect is now more powerfully capable of integrating with external systems like Underwriting Workbenches and business process management platforms and enables it to more flexibly participate in distributed ecosystems as a core insurance processing system.
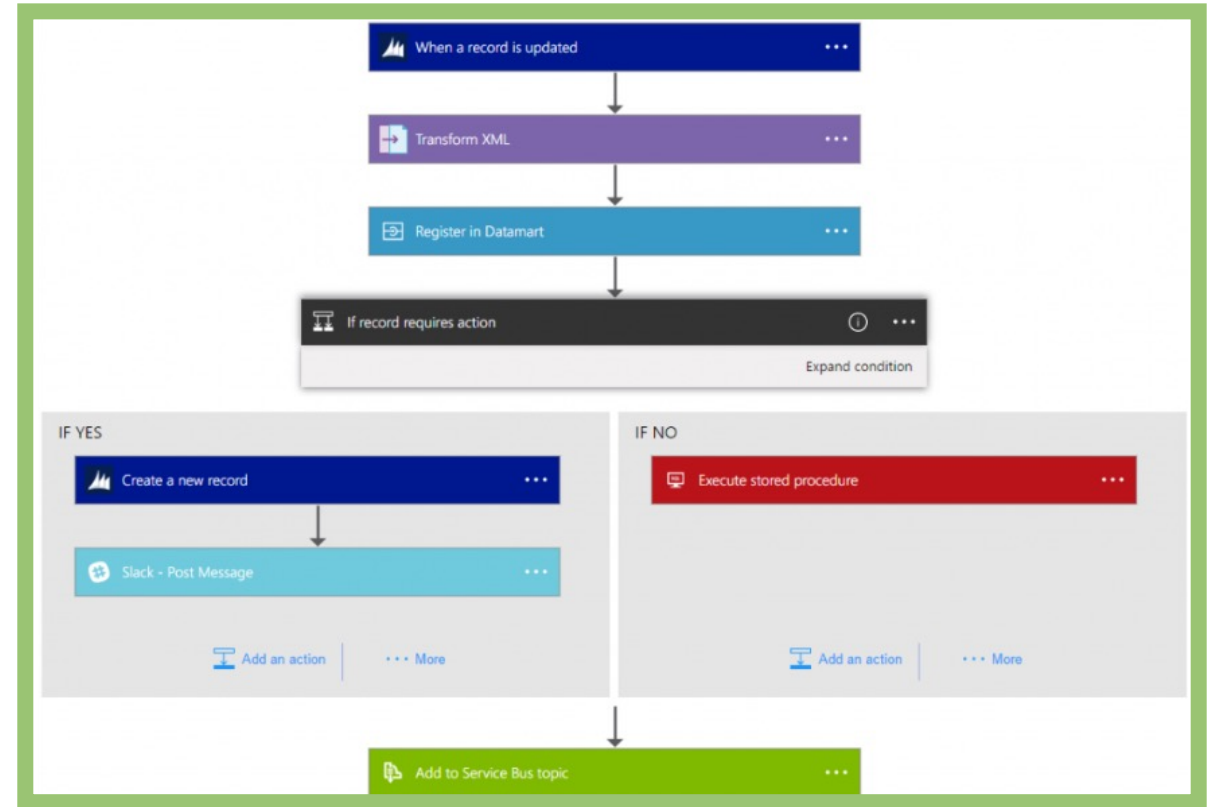
Premium Override

Capabilities & Business Benefits

CoreConnect Underwriters can now override calculated premiums, fees, surcharges and discounts and distribute the change by percentage or dollar amount across coverages and total premium. The feature interactively recalculates column and row totals and/or coverage distribution.

The Value-Add

Underwriters can apply experience and judgment for pricing decision-making when lacking sufficient loss history, giving them complete pricing flexibility by removing system limitations in allowing variances from technical prices.

Glia Integration

Capabilities & Business Benefits

Carriers or MGAs can now interact live with agents and brokers and provide personal omni-channel customer support with Glia's powerful interaction management platform.

The Value-Add

Carrier and MGA support staff can communicate directly in real-time with their customers or downstream distribution partners using multiple methods like video, audio, chat, mobile devices and screensharing. This enables support personnel to see exactly what their customers are experiencing so they provide precise, helpful and speedy assistance.

Consolidated Customer Billing

Capabilities & Business Benefits

Majesco P&C CoreConnect Billing now can assemble a single customer bill for individual insureds or commercial enterprises which have multiple policies, even when policies are from different carriers.

The Value-Add

Insurance customers benefit by receiving a single bill and payment plan for all policies they may have. This simplifies the customer experience by reducing billing events, and this has been proven to improve customer retention for carriers.

Loss History

Capabilities & Business Benefits

CoreConnect now allows loss history to be both automatically ordered and manually entered. The combined loss history can be automated into the workflow for underwriting eligibility and pricing considerations.

The Value-Add

Underwriters now have complete visibility into a risk's loss history with combined 3rd party integration and manually entered loss information. This ensures adequate loss-based pricing and eligibility decision making.

MAJESCO P&C ENTERPRISE RATING

Enterprise Rating Highlights

Product Studio

Unified platform for deploying, testing, and analyzing rating plans. Version control, security, and management of multiple rating environments, all in one place.

Integrated Analyzer

Enables seamless rate change impact analysis. Rating plans for CoreConnect lines of business can be quickly deployed and tested with zero configuration necessary.

API Upgrades

Improvements to make the developer experience better than ever. Simpler, cleaner messaging formats make integration with calling applications easy.

Orchestration

Allows business users to craft complex rating scenarios without IT assistance. New improvements greatly boost performance and open up more options for configuration and control.

Excel Emulation

Excel continues to enhance its function library and Enterprise Rating's support expands with it. Powerful new features such as the LAMBDA function will give rate plan builders more options than ever before.

Product Studio

Capabilities & Business Benefits

Product Studio is Majesco P&C Enterprise Rating's management platform. It provides version control for the rating workbooks, user and group security, environment management, testing tools, analysis capability, and an audit trail.

The Value-Add

Analysts building rating workbooks engage in many tasks: building Excel formulas, testing, impact analysis, and deployment of selected versions to various environments. Having a single unified place to perform all these key tasks greatly improves efficiency and speed-to-market.

Integrated Analyzer

Capabilities & Business Benefits

This tool gives insurance product managers the power to perform rate change impact analysis. It allows for fast deployment of new rating iterations, and it stages policy-in-force data for quick re-rating. Zero configuration is needed as the required metadata is fully discoverable by the system.

The Value-Add

As new base rate and factor changes are proposed, product managers need to understand the impact on their current customer base and specifically know which segments are most impacted.
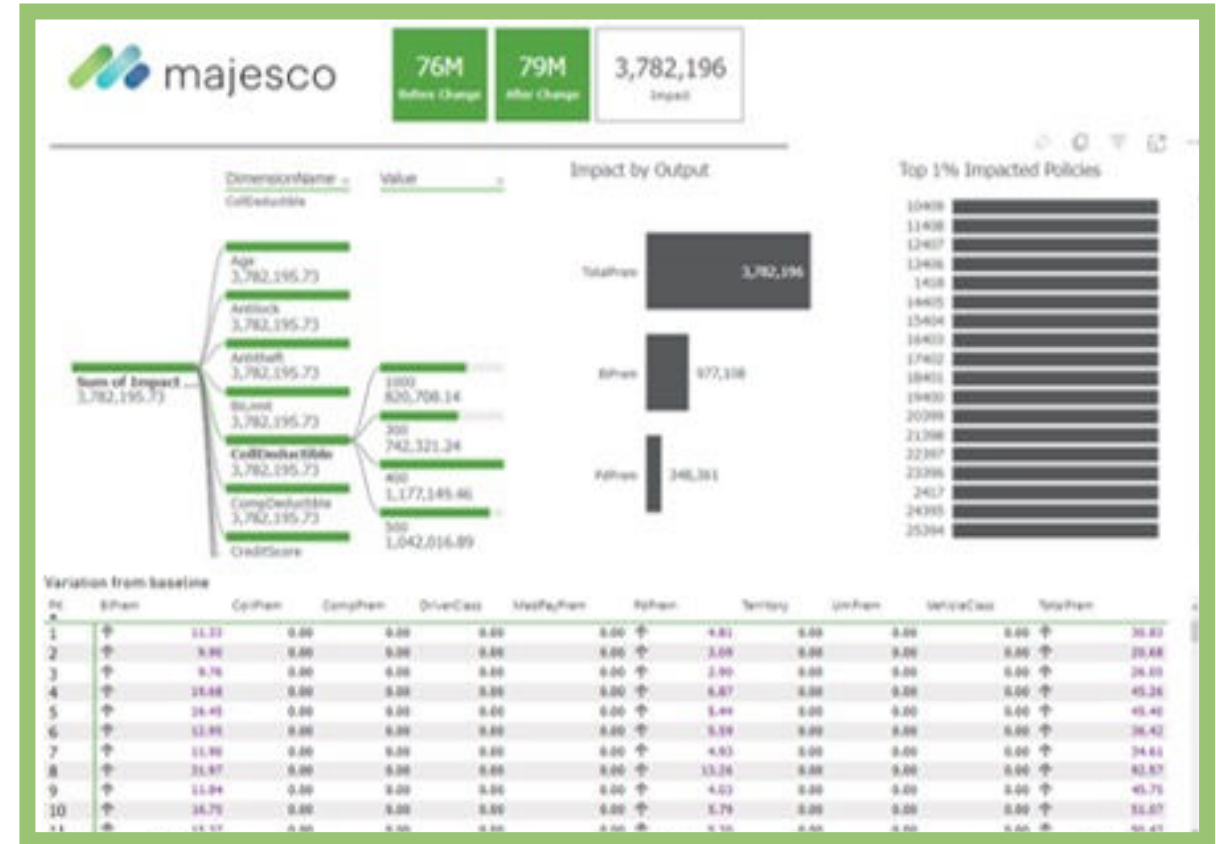
API Upgrades

Capabilities & Business Benefits

Enterprise Rating's core function is to expose an API that external applications will send rating requests to. It offers a variety of API endpoints that perform critical functions. This round of improvements simplifies and clarifies many aspects of that API.

The Value-Add

API integrations are the foundation of robust digital ecosystems. The task of developers building the integrations between their systems and Enterprise Rating will be accelerated by having a simple, clear and well-defined API. Product developers and testers will also benefit from more clear and friendly message formats.
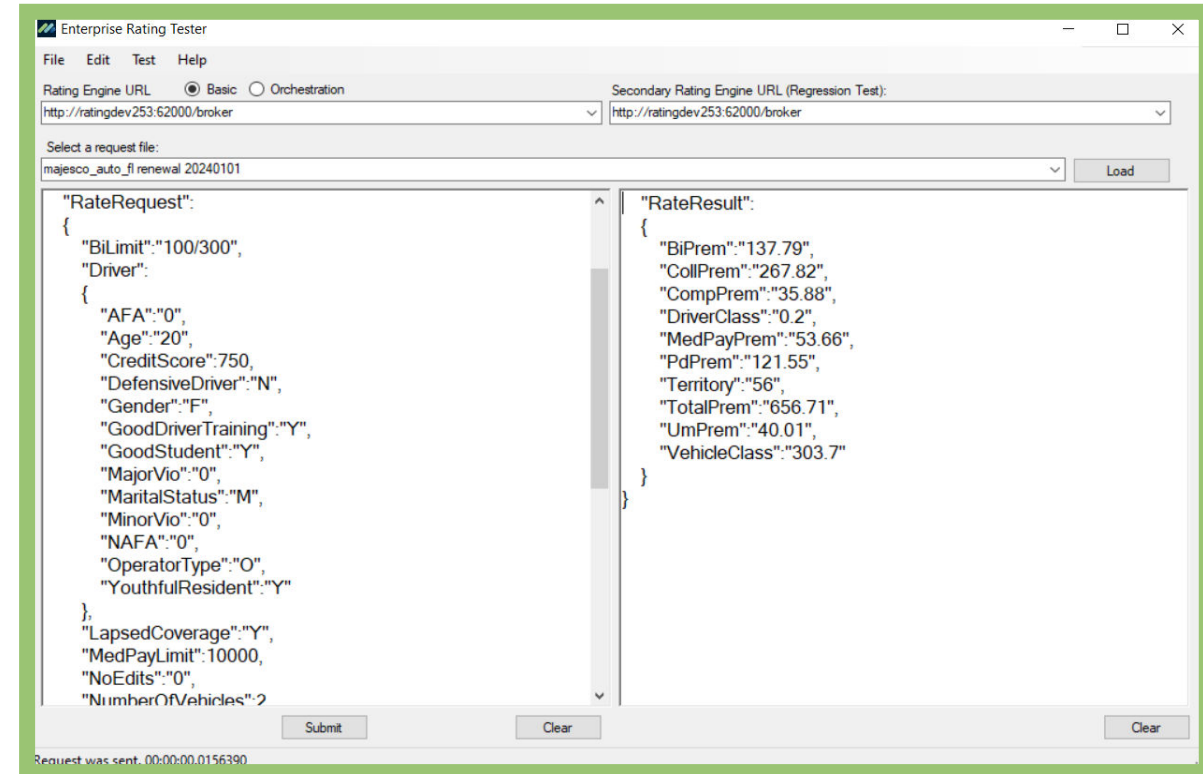
Orchestration

Capabilities & Business Benefits

Orchestration is Enterprise Rating's feature that enables business users to configure and deploy complex rating scenarios without IT assistance. Scenarios such as rate capping, rating processes that involve multiple modules, and large schedule rating can be easily rolled out. This round of enhancements provides more control tools as well as significant performance improvement.

The Value-Add

Orchestration removes the need for custom coding to enable these complex scenarios. Users building Orchestrations will have more capability than ever before to control the processes that execute during an Orchestration workflow. Quicker rating responses benefit testing tasks and improve the end-user experience.

Excel Emulation

Capabilities & Business Benefits

Enterprise Rating is essentially a low-code/no-code style of tool that converts Excel workbooks into API services. Enterprise Rating is continuously expanding the list of supported Excel functions and this release includes a beta version of the powerful new Excel LAMBDA function, and many others.

The Value-Add

Rating developers building the insurance product workbooks will benefit from access to these new functions. LAMBDA replaces the need for VBA and macros, speeding up and simplifying the implementation of rating algorithms.

MAJESCO LOSS CONTROL

Loss Control Highlights

Generative AI Featuring Majesco Copilot Studio

Revolutionary updates utilizing Microsoft's Azure Copilot Studio for enhanced user interaction and streamlined workflows, ensuring faster and more precise survey completion.

Enterprise Scalability

Prepare for growth with seamless operations and heightened efficiency, regardless of survey volume. Experience peak performance as usage increases, with our meticulous architectural redesign and optimization for evolving demands.

Mobile Enhancements

With speed and performance enhancements, coupled with additional offline capabilities including new features and native forms we are ensuring highly interactive and efficient field experiences in both online and offline environments.

Premium Audit

Utilize the best-in-class Loss Control SaaS software to eliminate manual audit processes and create beautiful, highly configurable final reports for customers, underwriters, and regulatory boards.

Generative AI featuring Majesco Copilot

Receive support and guidance like a Copilot assists a captain!

Capabilities & Business Benefits

With Majesco Copilot, you can:

- Achieve instant data insights.
- Improve survey content quality.
- Interact with a personalized Copilot at your fingertips.
- Optimize and automate routine tasks within loss control surveys through Majesco Copilot actions.

The Value-Add

- Maximize customer engagement & interaction by efficiently streamlining survey tasks.
- Cleaner and more concise reports and recommendations.
- Understand, analyze, and synthesize survey data securing immediate insights and make more informed decisions on risks.
- Optimize underwriting precision, enhancing profitability and market competitiveness.

Loss Control Premium Audit
A ready-made data collection tool utilizing the best-in-class workflow engine

Capabilities & Business Benefits

With Loss Control's Premium Audit data collection form, you can:

- Perform standard audits for worker's compensation, general liability payroll and sales, as well as garage/commercial auto policies.
  - Empowering policyholders with self-inspection capabilities to conduct data collection autonomously
- Collect information on multiple audits during the same visit.
- Utilize Majesco Loss Control's highly configurable output engine to design the final audit report for customers, underwriters, and regulatory boards.

The Value-Add

- Single SaaS platform for both Loss Control and Premium Audit
- Reduce time-consuming administrative tasks while increasing audits without additional personnel.
- Added efficiency throughout the audit lifecycle including the input and modification of NCCI/PaaS class codes.
- Driving a competitive advantage with Generative AI unlocking tailored content based on an auditor's findings.

MAJESCO L&AH INTELLIGENT CORE SUITE

L&AH Intelligent Core Highlights

Majesco Copilot

Revolutionize customer interactions with Copilot's GenAI. Take actions quickly within Copilot, get targeted help through the entire suite

Data & Analytics

Take control of your data through the Data Lakehouse & embedded analytics, effortlessly integrating them into your everyday workflow.

Illustrations for Group & Worksite Products

Enable customers to make informed decisions, with a clear understanding of the benefits through ready illustration document templates.

Individual Disability Administration

Manage disability holistically across retail individual and group/worksite products & redefine the business process from app capture to Claims.

Intelligent Underwriting with Core Suite

Refine the underwriting process with an advanced core suite, enabling quick quotes, a comprehensive UW dashboard, and seamless integration with the policy administration system.

Majesco Copilot

Capabilities & Business Benefits

- Copilot provides a smooth customer journey through tailored interactions & efficient problem-solving, enhancing operational effectiveness.
- Natural Language Understanding: Interact with Copilot using simple, natural expressions like "I want to know about member John Doe."
- Copilot empowers the users to take actions by guiding & gathering information along the way.
- Intelligent Assistant: Copilot goes beyond basic keyword searches. It uses its powerful AI to understand the intent behind your questions, perform actions & deliver relevant results.

The Value-Add

- Increased Customer Satisfaction & Loyalty: Copilot delivers a seamless customer experience with personalized interactions and swift issue resolution.
- Save Costs: Copilot improves the operational efficiency of end users by retrieving & analyzing data in a single click.
- Competitive Advantage: Copilot & data enables carriers to make data-driven decisions, leading to optimized risk management, pricing, and profitability.
- Effortless Access: Copilot is always within reach. Conveniently access it from the top bar of your workspace - help is never more than a click away.

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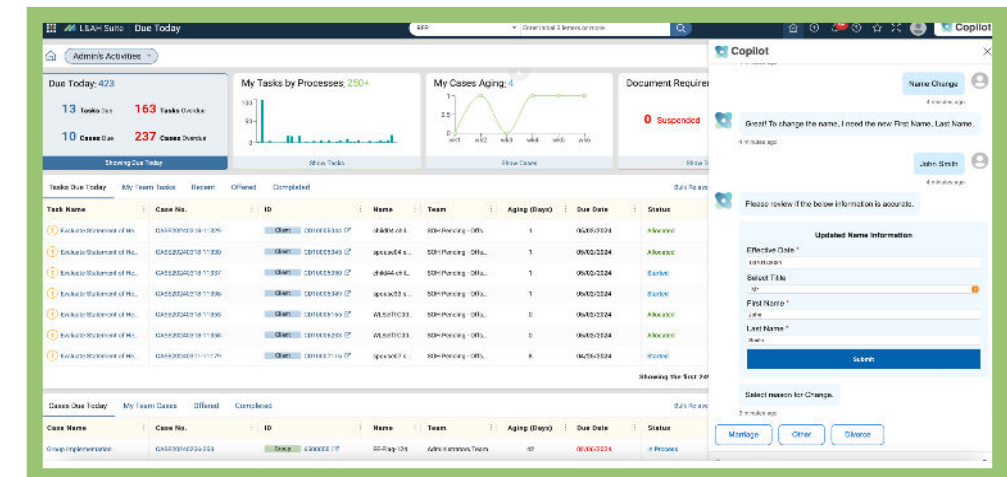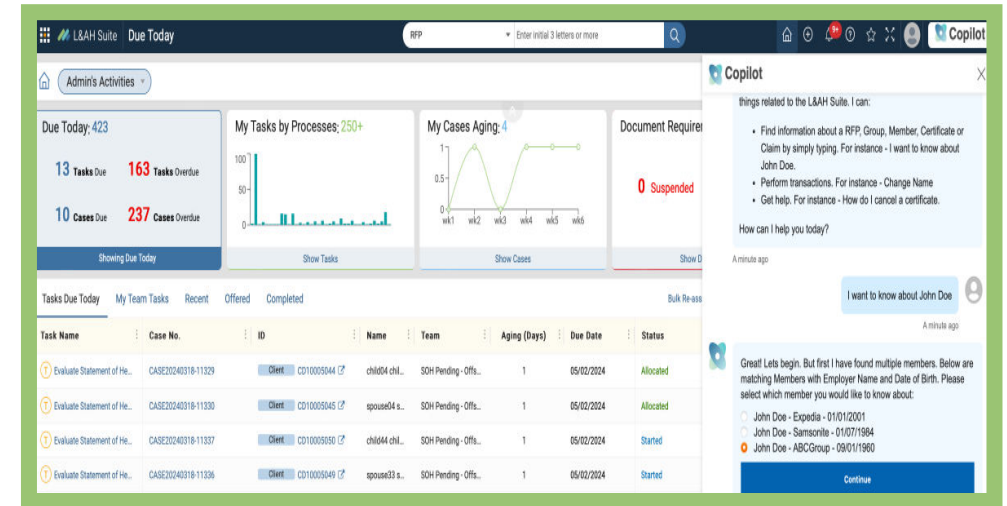
Data & Analytics

Capabilities & Business Benefits

- Data & Analytics: Take command of your data, integrate analytics seamlessly into your everyday workflow, and unleash its potential with embedded analytics.

- Effective Servicing: Streamline group operations with real-time access to group summaries, enrollment data, and billing trends, reducing administrative workload.

- Multiple Report Types: Analytical charts provide a summary, while list reports offer detailed information with drill down features.

- Power BI Integration: Configure existing reports, make simple adjustments, or create entirely new reports using a user-friendly drag-and-drop interface.

The Value-Add

- Drive Profitability: Data analytics provides actionable insights and relevant information which places power in hands of customers for operational efficiency.

- Flexibility: Multiple chart types are supported, including donut, bar, line, maps, and distribution charts.

- Visual Clarity: Reports are displayed in charts and graphs, making it easy to grasp trends and patterns, with the option of drilling down further.
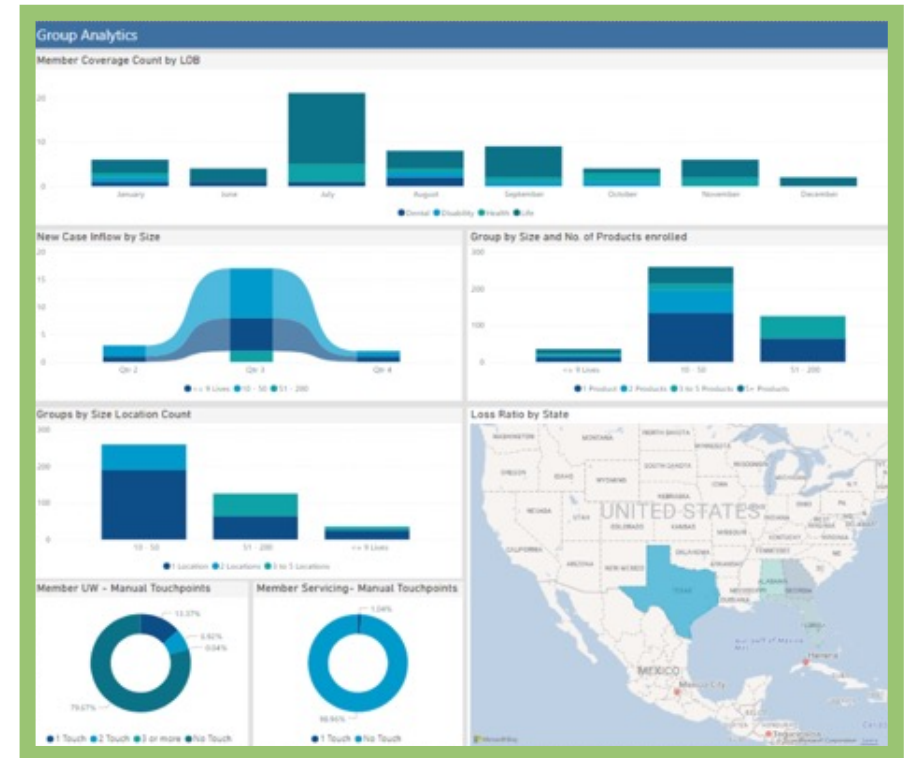
Illustrations for Group & Worksite Products

Capabilities & Business Benefits

- Visual representation of complex concepts making it easier to understand the value proposition.

- Ready to use templates to generate Illustrations on certificate issuance.

- Gain insights by visualizing the potential benefits, surrender rates & understanding how different scenarios or options may impact outcomes.

- Adherence to industry regulations and compliance standards to ensure that benefit illustrations meet legal requirements and guidelines.

The Value-Add

- Transparency and Clarity: Benefit illustrations provide clients with clear and easy-to-understand information about the benefits and potential outcomes of different products.

- Clear benefit illustrations instill confidence and trust in clients that carriers are transparent about the benefits, surrender charges, costs & risks.

- Long-Term Planning: By illustrating the potential long-term benefits of different products, benefit illustrations help clients plan for their future financial security and well-being.

Introducing Disability Administration

Capabilities & Business Benefits

- Rapid Sales with Market-Ready Product Templates for Disability products.
- Effortless App Capture to Swift Policy Issuance with IGO/ NIGO checks & Pre-designed Policy documents.
- Empower Sales teams with a 360° Policyholder Dashboard for Servicing, instant Quotes, Billing, and Payments.
- Comprehensive end-to-end Claims Support.& promotes straight through process.

The Value-Add

- Streamlined Administration with Integrated End-to-End Administration Platform.
- Customer-Centric excellence to deliver a seamless Operation and Customer Experience.
- Automated Efficiency: Embrace Touchless Administration through our Clearing House and Portal API Integrations.
- Out-of-the-Box solution with Ready-to-Use Product and Plan Templates.
- Rapid Implementation with100+ Predefined Workflows and 1000+ Rules.

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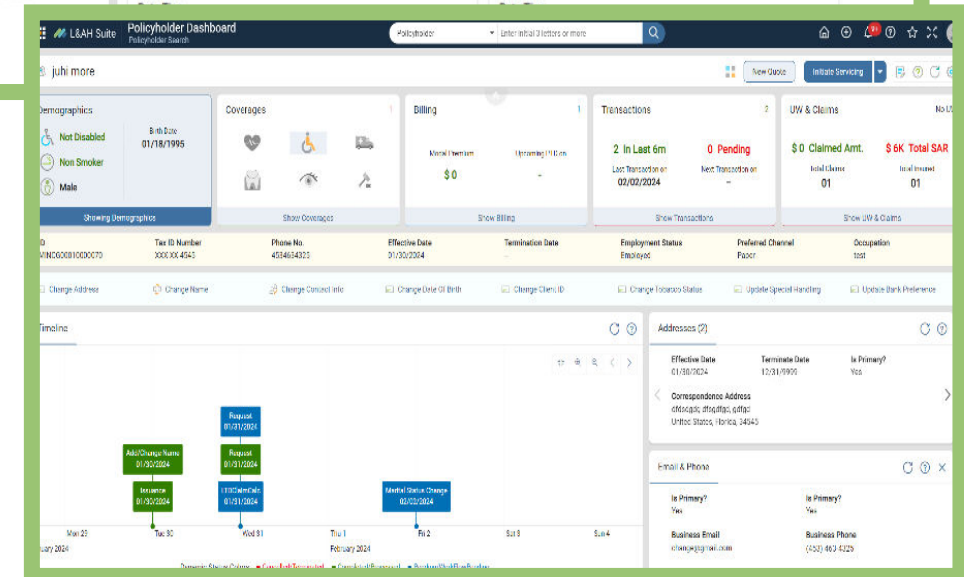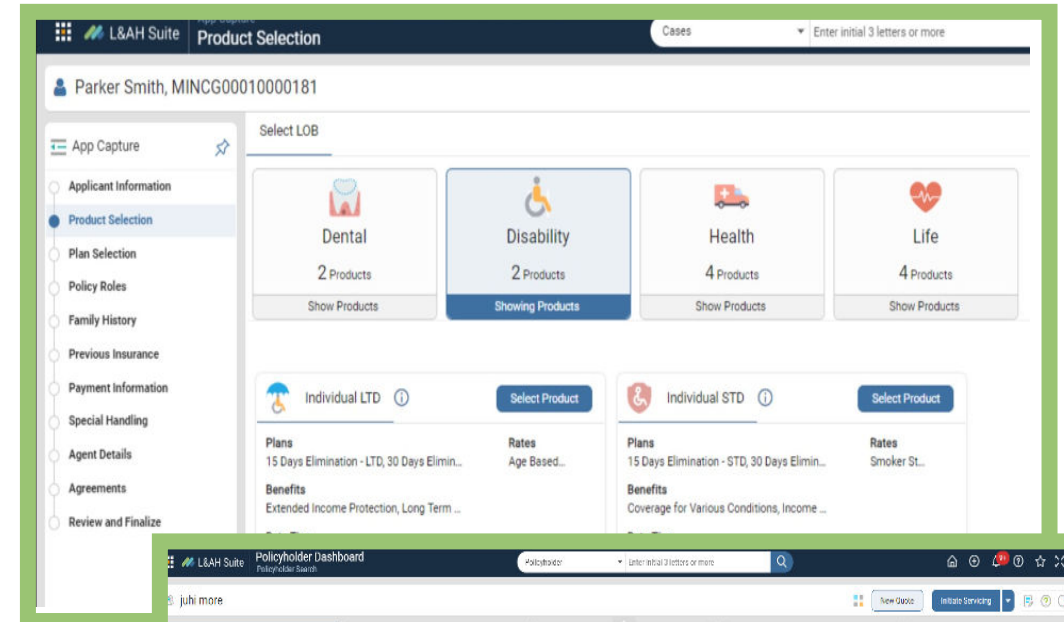
Intelligent Underwriting with Core Suite

Capabilities & Business Benefits

- Accelerate the RFP sales process with Quick Quotes.

- Equip underwriting teams with a 360° Underwriting Dashboard for efficient monitoring, allocation, and processing of quotes.

- Smooth integration with the Policy Administration System and facilitates seamless straight-through processing.

- Comprehensive underwriting support for Intake, Quoting, Rating, and communication needs.

The Value-Add

- Reduced turn- around time in responding to RFPs enabling carriers to secure more business opportunities and gain a competitive edge in the market.

- Dashboard improves efficiency, boosts productivity, reduces manual errors, and ensures timely responses to customer inquiries, leading to improved customer satisfaction.

- Solution handles underwriting tasks efficiently, improve risk assessment accuracy, and deliver tailored solutions to customers, leading to increased profitability and customer loyalty.
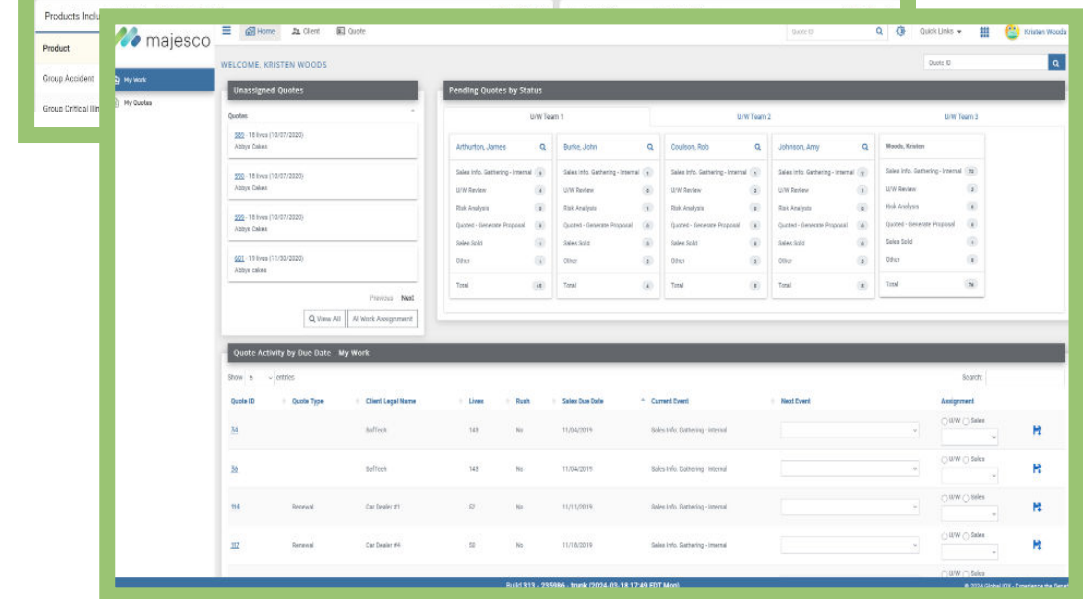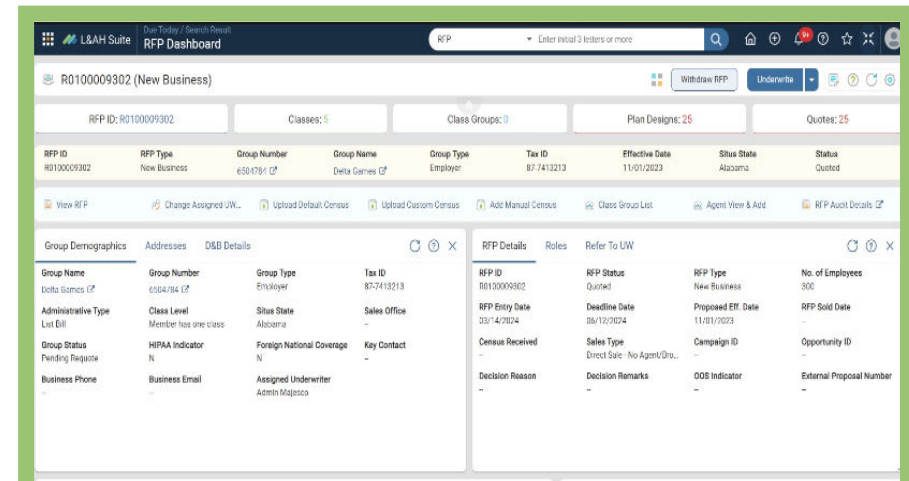
MAJESCO CLAIM VANTAGE SOLUTIONS

ClaimVantage Highlights

AI-Powered Claims Guidance with EvolutionIQ

Intelligence capabilities for AI-driven decision making directly within Majesco ClaimVantage Claims Management

Proportionate Loss Disability Benefits

Proportionate loss (partial or residual disability) provisions for greater efficiency and accuracy in benefit calculations

Single Event

Holistic event-centric view for standalone disability, absence, or accommodation claims

Proportionate Loss Disability Benefits

Capabilities and Business Benefits

Majesco ClaimVantage Claims Management now supports Proportionate Loss (also known as partial or residual disability) benefits for employees who can transition back to work temporarily on a part-time basis or otherwise not at their normal capacity.

Claim payments are offset based on the ratio of loss of the claimant's current earnings to their pre-disability earnings.

The Value-Add

This capability streamlines the process and provides greater operational efficiency while ensuring accuracy in benefit calculation.
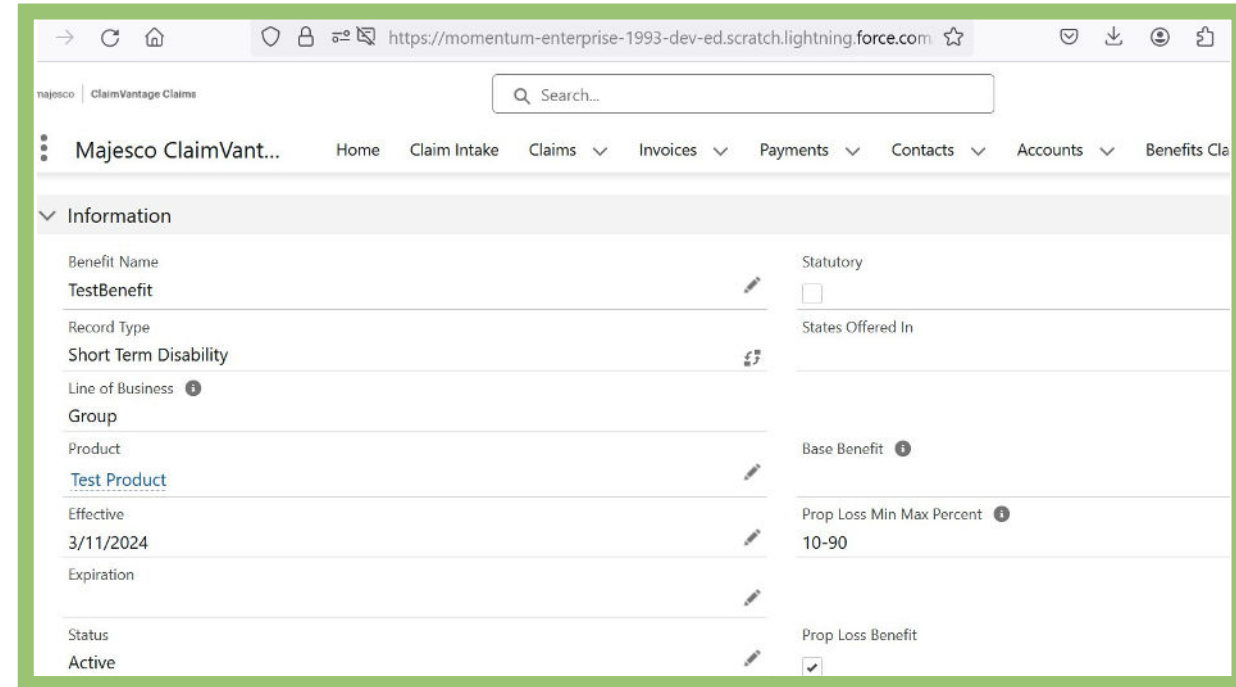
Single Event

Capabilities and Business Benefits

Standalone Disability, Absence, and Accommodations claims could now be created with a linked event.

Events enable the customer to group claims and see all the associated tasks and communications at a holistic level.

The Value-Add

Provides claim examiners with a holistic view of all submitted claims, whether standalone or integrated, facilitating seamless navigation between claims and enabling more efficient workload management. Enhances the customer experience for claimants by simplifying claim searches for call center reps.

Other Spring '24 Release Notables

Semi-Monthly Non-fixed Payments

Capabilities and Business Benefits:

- The ability to calculate benefit amounts on a 'Non-Fixed Semi-Monthly' period by figuring the daily rate for the pay period (based on a 5 or 7-day week) and then paying exactly the number of days in the semi-monthly pay period.
- For Full pay periods, the benefit amount will vary depending on the number of workdays or calendar days in the month.

The value-add:

- Accurate calculation of non-fixed semi-monthly payments

Retain Payment Schedule

Capabilities and Business Benefits:

- The ability to apply a Payment Schedule when one is not found on the Class or in the Payment Parameter custom setting.

The value-add:

- More flexibility and ease for customers in applying Payment Schedules.

Premium Contributions on Custom Paid Leaves

Capabilities and Business Benefits:

- Fields have been added to the absence specification and absence specifications for organizations objects to support premium contributions for tax adjustments on custom paid leaves.

The value-add:

- Accurate calculation and streamlined adjudication when processing premium contributions for tax adjustments on paid leaves.

Improved Performance of Connect

Capabilities and Business Benefits:

- Improved performance and scalability of Connect for users assuming the role of Broker or HR) who have visibility to a large number of contacts.

The value-add:

- Better performance and improved efficiency for Broker and HR users.

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MAJESCO INTELLIGENT SALES & UNDERWRITING

Renewal Recommender (AI) Cross-Sell

Capabilities & Business Benefits

- The Renewal Recommender leverages predictive analytics to recommend cross-selling specific plan recommendations.
- Makes suggestions based on census demographics, previous claims and experience history.

Key Pain Points Being Addressed

- High levels of customer churn in the competitive group insurance market.

The Value-Add

- Increase client retention.
- Increase client profitability.

Simplified Commissions

Capabilities & Business Benefits

- Streamline commission structures with simplified configurations, reducing complexity and improving accuracy in commission calculations.

Key Pain Points Being Addressed

- High levels of commission customization in the competitive group insurance market.

The Value-Add

- Simplifies and enhances the ease and intuitiveness of entering complex commission structures.
- Decreased quote turn-around time.

Enhanced User Functionalities

Users now can

- Manage the funding method, rate guarantee, and commissions for a set of products on a single web page.
- View the activity of requests made to and from the exchanger service.

Administrators now can

- Schedule data maintenance processes utilizing the new Upkeep tool.
- Import and export users, producers, and associated metadata between environments.

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MAJESCO DIGITAL 1ST

Majesco Copilot for Digital1st Apps

Context aware, GenAI powered assistance for persona based digital engagement apps

Capabilities & Business Benefits

With Majesco Copilot for Digital1st Apps, you can:

- Ask questions about policies, bills, or claims in conversational text and get answers.
- Clarify or ask follow-up questions which remain in context and aware of the previous interactions.
- Examples to get started.
- Refine text for notes, e.g., tone (formal or casual) and length (shorter or longer).
- Preview and save.

The Value-Add

- Utilized the GenAI capabilities from OpenAI's latest Large Language Models.
- Capable of conversing in many languages.
- Utilize Retrieval Augmented Generation that looks inside policy forms, claims notes, etc.
- Enforce security to ensure users can only see data they have access to based on role.

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Accelerate Digital Experience

Import LOB content to generate data model and integration for Digital1st Apps

Capabilities & Business Benefits

With wizard to import PAS LOB Content to Digital1st one can:

- Point to a PAS environment from Digital1st Platform.
- Select the list of P&C products to import.
- Select the user journeys for with digital experience will be built.
- Review the data model that is required for integration, which is automatically reduced to only the fields needed for those journeys.
- Import the required LOB content to automatically build digital experience model and associated integration between the two systems.

The Value-Add

- Eliminate effort needed to decipher information from PAS content to consider applicability for digital experience.
- Eliminate effort to replicate the model & integration.
- Incrementally sync accelerate applying monthly updates.
- Planning PAS and Digital changes together.

Quote Options

Generate side-by-side premium comparison promoting up-sale and improved productivity

Capabilities & Business Benefits

With Quote Option capability, you can:

- Configure Quote journey in Digital1st to automatically generate additional quote revisions with different options to compare.
- Simply tag the fields that need to be different by providing name for Optional Value in connector mapping.
- Define values for those fields by setting up reference table and business logic when those options should be made available.
- System will automatically create quote revisions in parallel as user goes through regular quote journey and keep them in sync.
- System will automatically sync premium information back from PAS to be able to display the options information side by side.

The Value-Add

- Promote high value options for up sale.
- Reduce inefficiencies in manual revise quotes to create options for getting pricing options.

Improve Product Experience

Measure user experience, inefficiencies & reduce friction in onboarding users with in-App guides
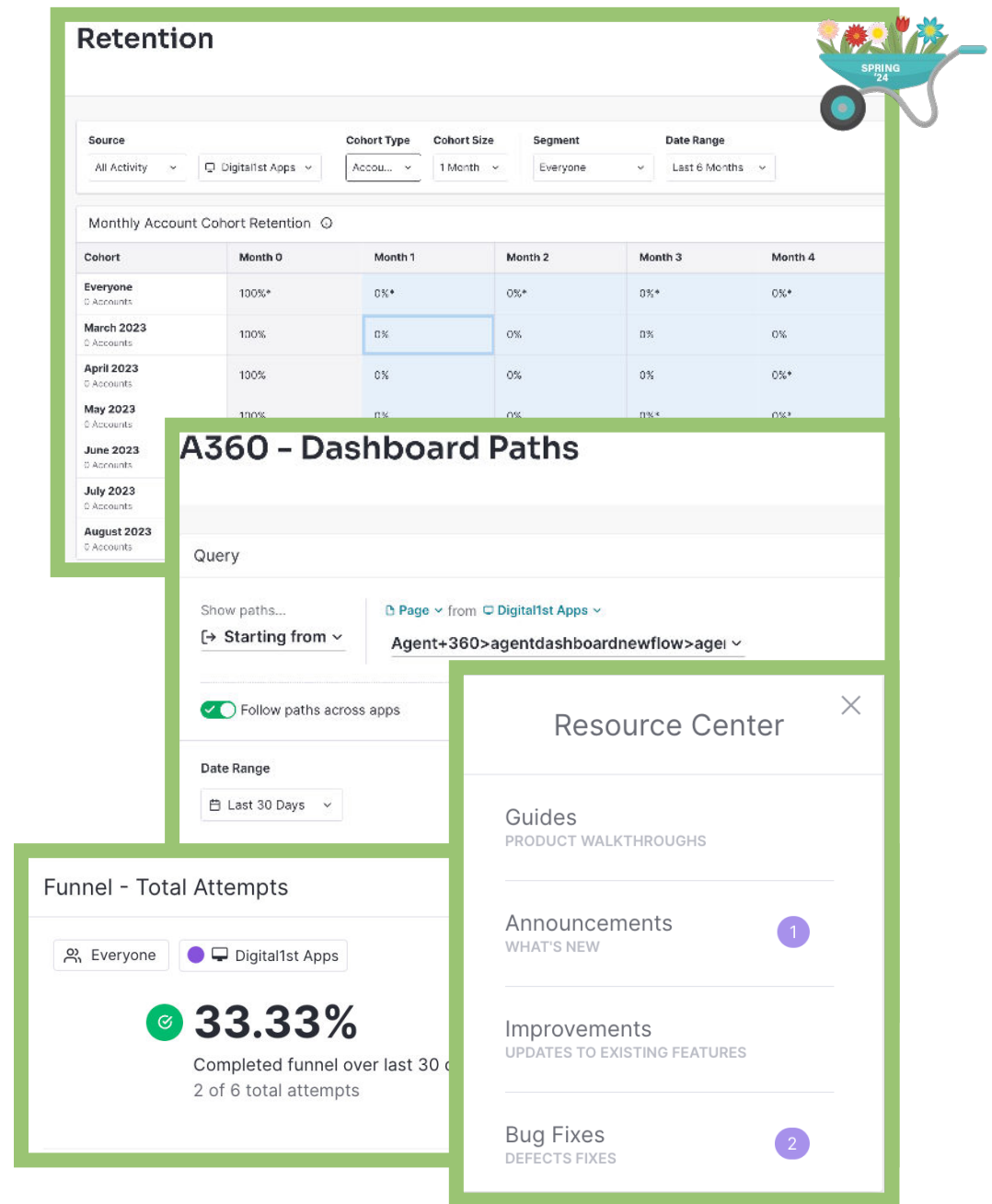
Capabilities & Business Benefits

With out-of-box integration with Pendo, you can:

- Track User Analytics.
- Monitor user retention, most active users.
- Identify inefficiencies in workflow using Path and Funnel analysis.
- Reduce friction by adding in-App guides that walks user through workflow steps.
- Provide in app guides, new feature announcements, update notifications.

The Value-Add

- Automatically tag features on page with NO CODE tool.
- Conduct randomized monthly/quarterly NPS surveys and monitor progress, high usage detractors and promoters.
- Ability to build report, charts, and KPI based on the user behavior, feature usage.
- Build dashboards to see product usage summary and trends using a number of out of box and user defined reports, charts
- Connectors various system used for marketing/CRM etc.

Business Intelligence Integration

Replicate the Digital1st data in near real time with data lake for business intelligence and reporting

Capabilities & Business Benefits

With Digital1st Platform and Business Intelligence Integration, you can:

- Access the data from Digital1st in the same operational and analytics data sets as used with core system.
- Rely on near real time accuracy of data replication.
- Replication also automatically detects any custom data model or changed to base data model and replicates them along with any data.
- Replication process works with multi-tenant Digital1st database securely to replicate the data in tenant specific operational data set.
- Customers have access to operational data set and PowerBI to build operational reporting.

The Value-Add

- Pre-built detailed or summarized datasets tailored to business.
- Covers every functional area supported by Majesco products.
- Augment data to/from your data lake securely using various connectors.
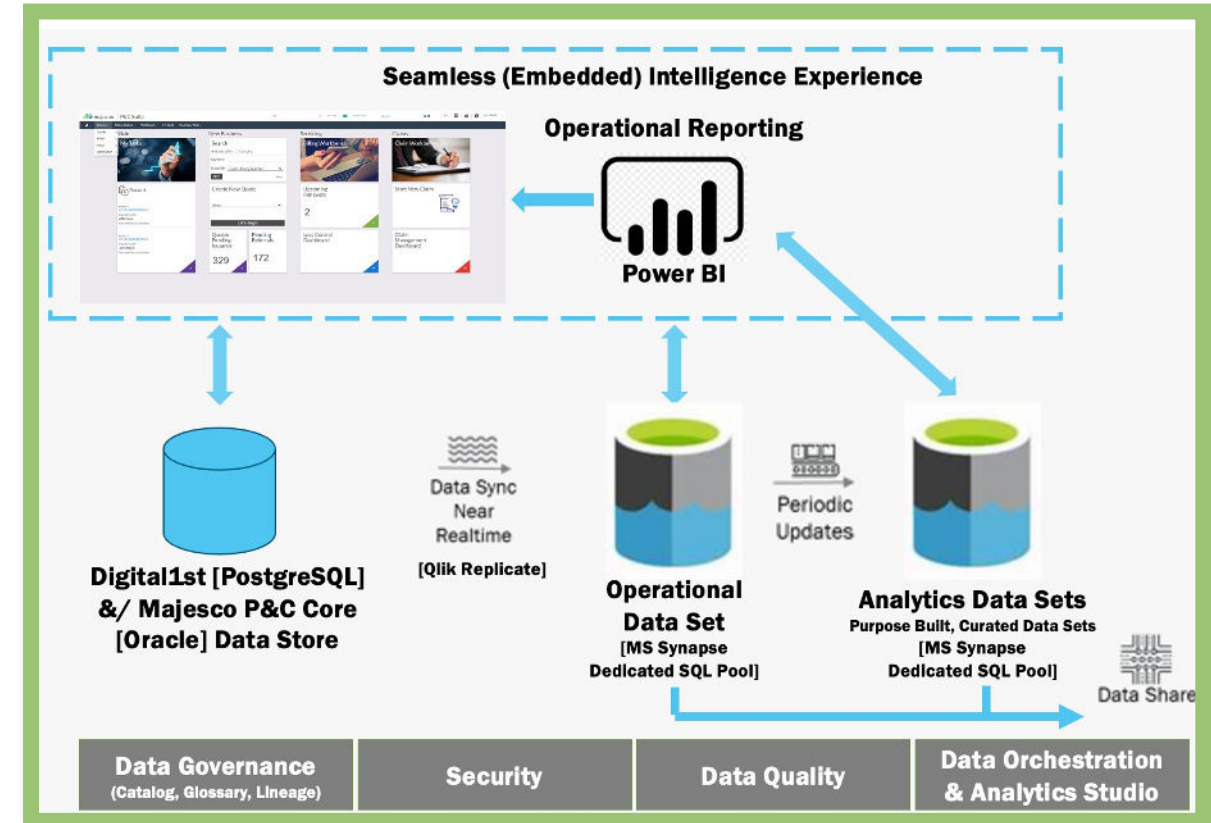
Bridge Solution

Quickly rollout Agent360 and Customer360 with easy activation, new inquiry, dashboard screens.

Capabilities & Business Benefits:

With Spring '24 release for 360 Apps, you can:

- Quickly activate new implementations (Agent360 in 6 weeks, Customer360 in 6 weeks, EB360 in 4 weeks)
- Activation includes standard sandbox creation, deploying app, configuring the customer theme, logo, customer's preferred login mechanisms, and enabling out-of-box integrations with EcoExchange.
- Leverage all the standard features like dashboards, KPIs, reports, workflows, and augment with your deviations (additional efforts) to personalize.

The Value-Add:

- New revamped inquiry feature for Agent360 and Customer360 for existing customers.
- Pre-integrated with Majesco Copilot for intelligent core customers to provide GenAI powered, context aware intelligent assistant.
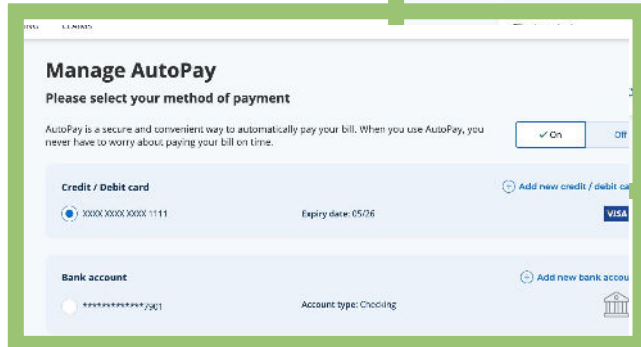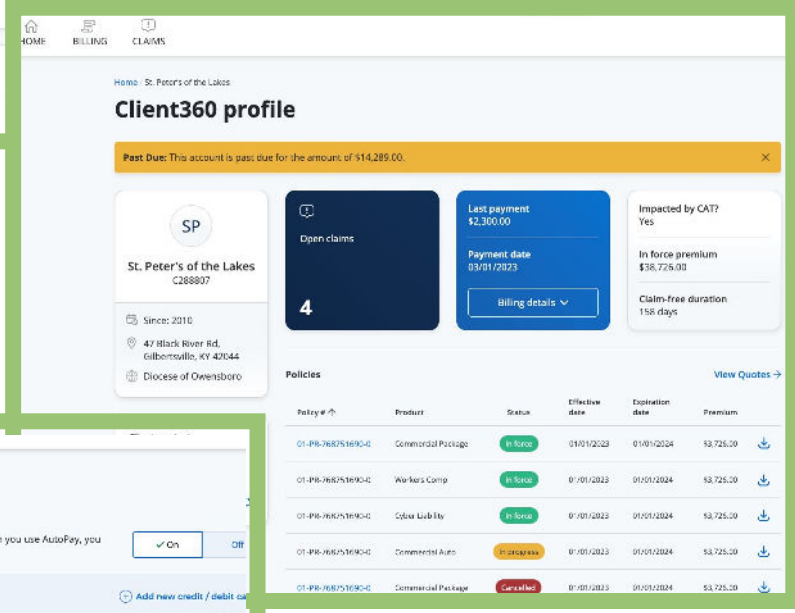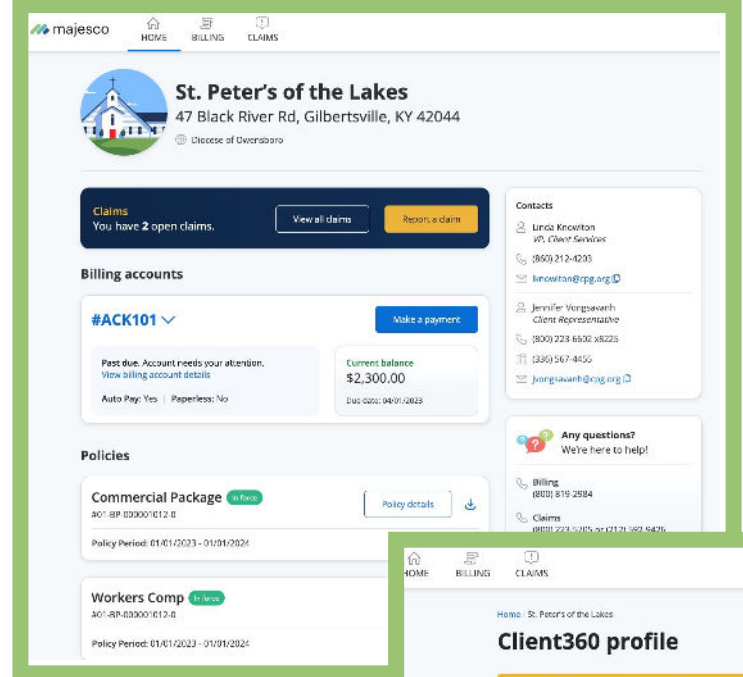
Majesco Digital Enroll360 for P&C

Quickly rollout of Enroll360 to simplify the employee enrollment process by Brokers

Capabilities & Business Benefits

With Spring '24 release for Enroll 360, you can:

- Quickly activate new implementations (Enroll360 in 6 weeks duration).
- Activation includes standard sandbox creation, deploying the app, and configuring the customer theme, logo, and Broker SSO login mechanisms.
- Leverage all the standard features, such as dashboards, KPIs, reports, and workflows and augment with your deviations (additional efforts) to personalize.

The Value-Add

- Faster process to upload employee eligibility files to facilitate employee enrollment.
- User-friendly navigation for brokers to enroll each employee.
- Real-time enrollment processing.
- Commission Summary Reporting, Premium and Invoices report.
- Enrolled and eligible Members listing and reporting's.

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Introducing Counter Generation

Capabilities & Business Benefits

Introduction of Counter Generation feature

- Allows users to customize counters.
- Specify ranges and key value combinations (e.g., Line of Business and State).

System autonomously calculates weightage

- Based on defined parameters.
- Generates corresponding sequence number.
- Eliminates manual intervention.

One-time setup activity

- Provides seamless experience.
- Independent of ticket promotions.

The Value-Add

- Efficient workflow management.
- Accurate and tailored sequence numbering.
- Enhances organizational efficiency and productivity.

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UI Page Improvements

Capabilities & Business Benefits

- Implementation of advanced page rendering algorithms
- Notable enhancement in UI page rendering
- Previously, Actions such as show-hide or field changes triggered a page refresh disrupted user experience
- With UI improvements , Page remains dynamically updated, no need for a full refresh

The Value-Add

- Smoother and more seamless experience for the user
- Contributes to an overall improved user experience

Home Page Re-design

Capabilities & Business Benefits

- Comprehensive redesign of the Platform Home Page aimed at enhanced accessibility and efficiency
- Curated list of most recently visited items for quick access, Ability to bookmark up to 10 items for easy retrieval
- Improved workflow:
  - System intelligently assigns tickets when accessing items in edit mode
    - Particularly effective in Development mode
  - Automation streamlines workflow, eliminating manual ticket assignment hassle
- Prioritization of user-centric features:
  - Personalized item lists
  - Bookmarking capabilities
  - Automated ticket assignments

The Value-Add

- Significant enhancement of user productivity and workflow efficiency

Security Updates

- PKCE support added to JavaScript adapter.
- Clock Skew support added to SAML adapter.
- New tab in the Admin console to display the list of users for client roles.
- Support the signed and encrypted ID token according to the Json Web Encryption (JWE) specification.

PaaS Updates

Ongoing Updates

- Monthly performance test to validate performance of each release.
- Bi-annual PEN testing by reputed 3rd party vendor to proactively test vulnerability and fix defects.

MAJESCO DISTRIBUTION MANAGEMENT

Distribution Management Highlights

Appointments & Terminations

Additional operational efficiency introduced for managing Appointments & Terminations.

Digital Appointments

Digital Appointments & Terminations for Florida now available providing speed to revenue.

Document as a Service (DaaS)

Now additional document management options and flexibility available.

Group Benefits

Direct-billed policies for worksite products now supported, further expanding our integration with Group Benefits carriers.

Policy Admin System

Automated Synchronization of Producer Demographics and Licensing changes with Majesco's Policy Admin System (PAS) now occur saving valuable research time by Majesco PAS users.

Appointments & Terminations
Increased operational efficiencies gained in managing Appointments and Terminations.

Enhanced Appointment & Termination Structure

Appointments and Terminations can now be managed completely at NPN levels.

Manage Exceptions at Contract Levels

Added flexibility to manage appointment authority exceptions for producer contracts.

Digital Appointments & Terminations for Florida

Capabilities & Business Benefits

Continuing with our worry-free compliance strategy, Florida State and County Appointments are now digitally processed through National Insurance Producer Registry (NIPR) providing speed to revenue.

The Value-Add

- Florida State and County Appointments through NIPR gateway.
- Florida State and County Terminations through NIPR gateway.
- Resident and Non-resident enablement.
- Just-In-Time Appointments for Florida made available.

Majesco Document as a Service (DaaS)

Cloud-Native DaaS Integration

Capabilities & Business Benefits

Majesco's cloud-native and Multi-Tenant Document as a Service (DaaS) will now be integrated so carriers can leverage our latest and greatest document management capabilities.

The Value-Add

- Generate, store and retrieve documents from DaaS based on specific business events.
- Readily available templates for Contract generation and Welcome letter.
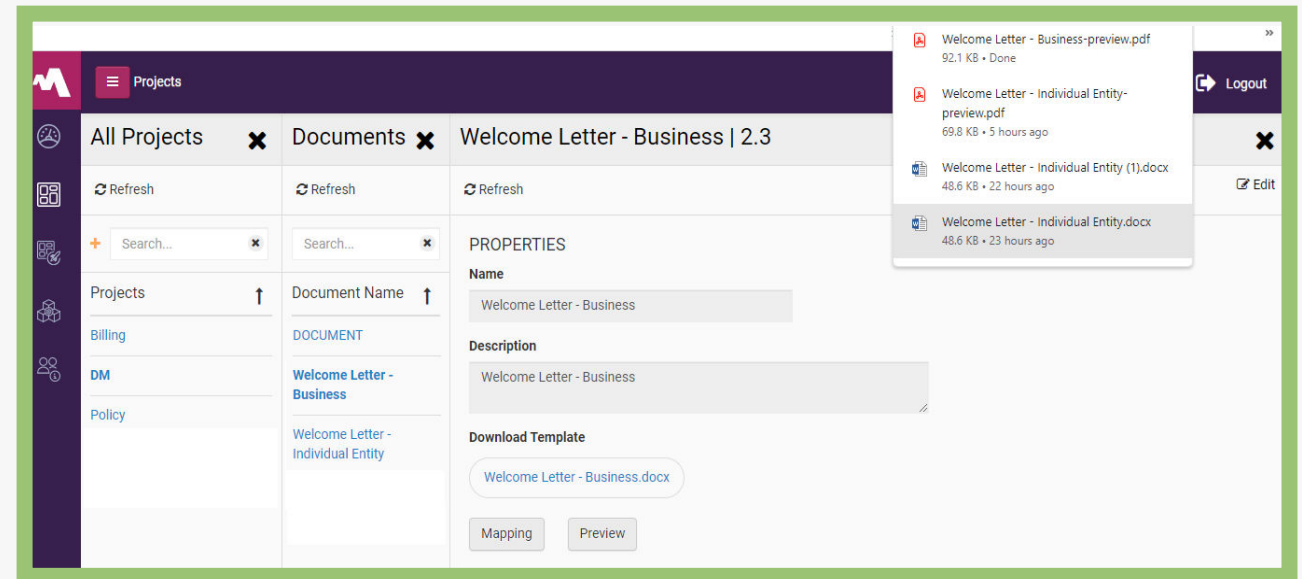
Group Benefits Enhanced

Capabilities & Business Benefits

Group Benefits expansion continues to be a priority and we have introduced Direct-Billed policy processing for Worksite products.

The Value-Add

- Direct Bill ported policies along with List Bill and Self Admin policies for Group products are now supported.
- Commissions can now be calculated for Direct-Bill ported policies.

P&C Intelligent Core Suite Integration Expansion

Capabilities & Business Benefits

The integration with Majesco's P&C Intelligent Core Suite has been expanded to ensure synchronization happens across a carrier's entire Majesco P&C portfolio.

The Value-Add

- Automated syncing of producer's demographic and licensing changes from NIPR's Producer Database (PDB) ensuring data consistency across Distribution Management and Majesco P&C PAS.
- Additional checks and balances for improved for integration failure management.
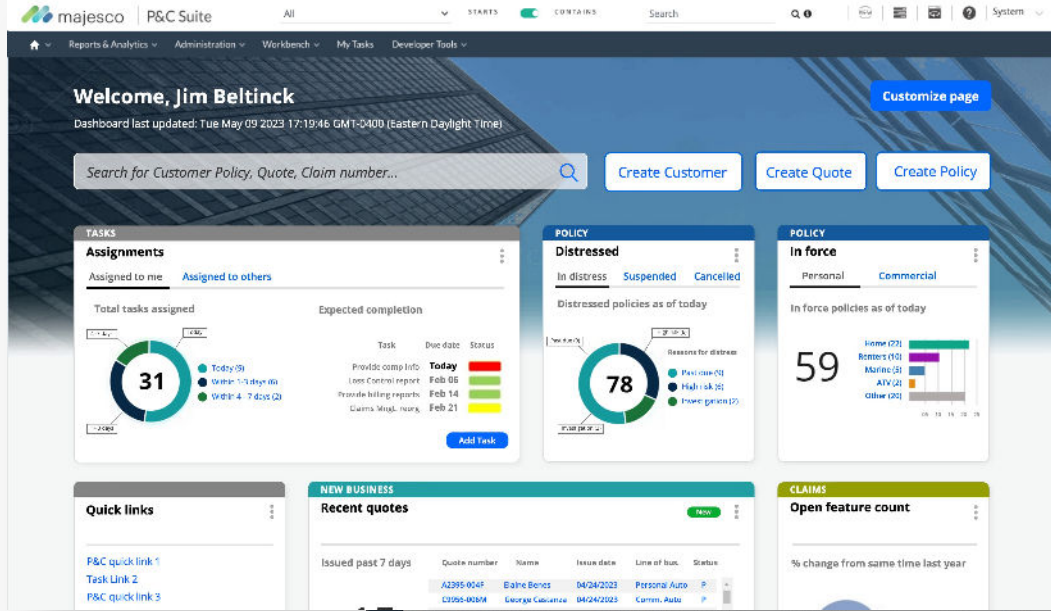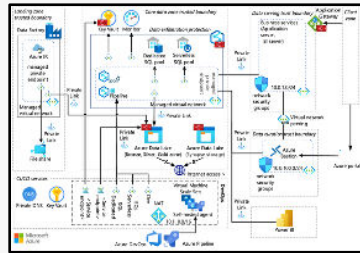
MAJESCO DATA & ANALYTICS

Intelligent Insurance Platform

Intelligent Core empowers carriers to turn their data into a strategic asset paired with amplified insights via all Majesco Products.
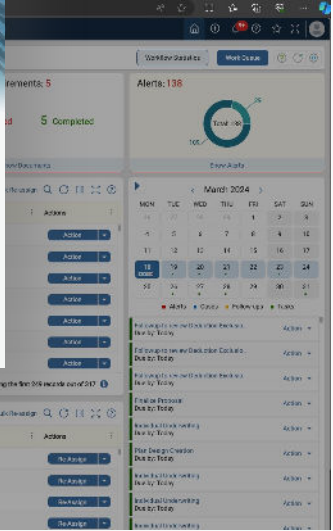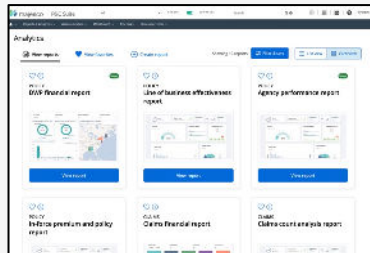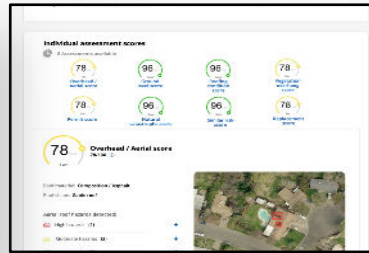
PRODUCTIVITY   DECISION MAKING   CUSTOMER SERVICE

Real-time Data

Cloud-Native Platform

Generative AI

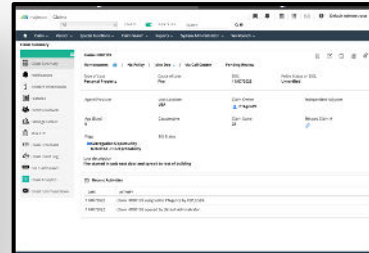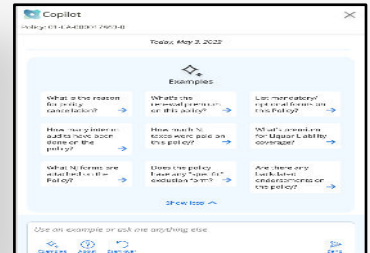**Secure & Responsible AI**

No Implementation

Data Lakehouse

Embedded Business Intelligence

Proprietary AI/ML
Property Intelligence
Subrogation Intelligence

**Partner AI/ML**

Copilot GenAI Assistant

Majesco is the only insurance core system provider with a comprehensive data and AI strategy that spans across its entire product line.

Empowering Innovation Through Unified Data and AI Solutions

" Our mission is to seamlessly integrate cutting-edge technologies in data management, artificial intelligence, and generative AI to create a cohesive product base that revolutionizes insurance."
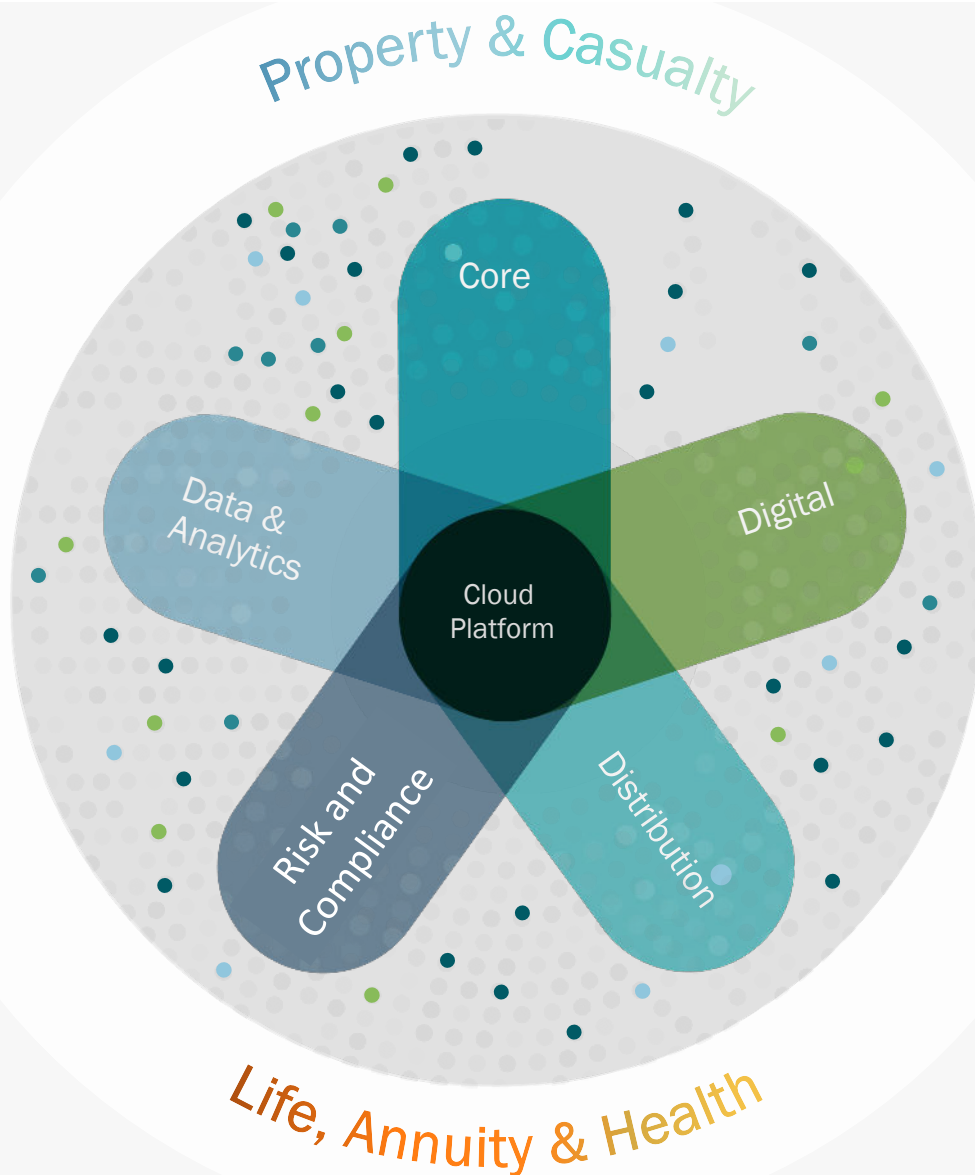
Cloud Data Warehouse & BI
Data is key to the "intelligence" of Intelligent Core

Data & Reporting

- Access to All Majesco Data, in near real-time
- Pre-Built Reports
- Intuitive Report Designer
- Embedded in Core
- Minimal Setup & No Implementation
- Downstream Connectors to Over 100 Additional Data Warehouses to Push Client Data to their Central DW

15 minutes
Data moves from Core to Report

Competitor: 6 Hours

50+
Pre-built Business Intelligence Report
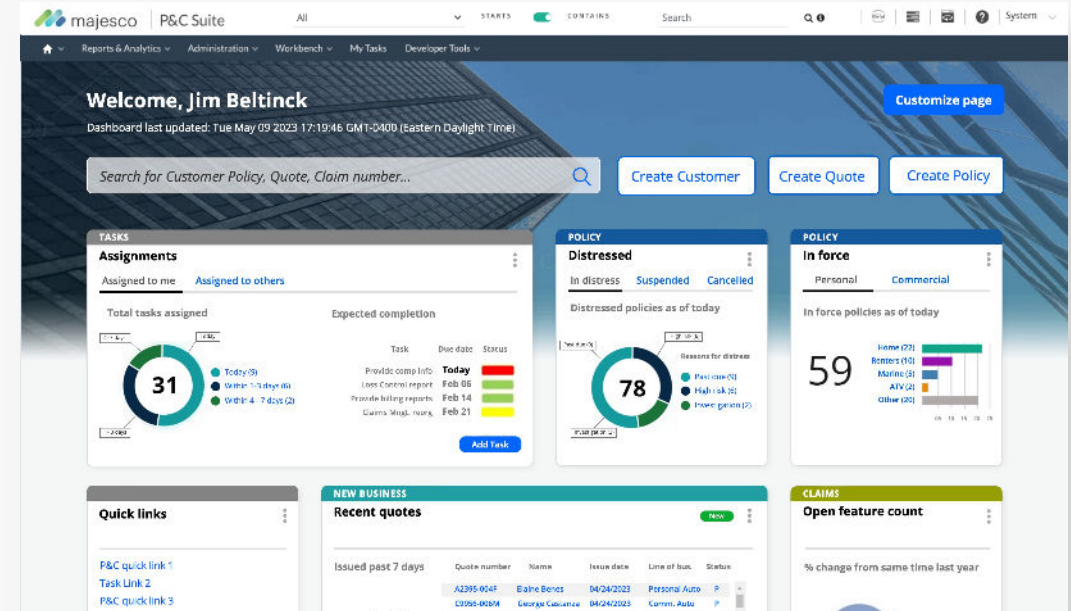
Competitor: 20+

2 weeks
Or less to go live

Competitor: 60 Days

Reports and Insights are Embedded back in Core Suite
Competitor: Separate system for reporting

Majesco Copilot in MS Teams
Industry's First MS Teams Copilot

Capabilities & Business Benefits

- Our Copilot is available as a Teams Bot in Spring '24 Release
- Allows users to have all the main functions of Majesco Copilot right inside their MS teams
- Secure and Compliant with Single Sign On and Two Factor Authentication
- Industry-first Teams Plug-in for PAS, Billing, and Claims with Generative AI.

For questions, please contact melis.carroll@majesco.com

Thank you

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