

## StoneRiver *Stream*<sup>®</sup> Customer Solution

Customer service has never been as important as it is today. But how can a carrier provide great service without one, central view of customers and business partners across the enterprise?

Customers don't have the patience to change their contact information for their policy, their bill account, and their claim.

Carrier systems also house numerous duplications, but eliminating duplicate vendors and business partners across various systems is complex and time-consuming.

*Stream* Customer consolidates customer and business partner information into a single solution and gives insight into those relationships like never before. *Stream* Customer can bring data together into a single solution for StoneRiver *Stream*<sup>®</sup> and non-StoneRiver policy, billing, claims, and reinsurance systems.

### Customer Management Capabilities

With the *Stream* Customer solution, you gain:

- Centralized management of people & organizations: Enterprise Master Data Management services (replication/synchronization) for a single view of customers and business partners
- Duplicate checking: Configured rules, levels of certainty, duplicate clearance to minimize the same parties
- Usage & role management:
  - Limit customer data use by Context/Area
  - Views of Customer data appropriate for the Role of the User

- Geo-coding & Mapping
  - Address verification & standardization for accuracy
  - Support for spatial data layers – earthquake, fire station, wildfire, mass movement, shoreline, weather, wind pool, terror risk mapping
- Participation: 360° view of your relationship with the customer
- Access management via segmentation
  - Access to customer information limited to authorized agents and users for an account
  - Single source for customer information and relationships across all solutions in your enterprise
  - Role-based security
  - Cross- and upsell capabilities enabled by information you capture
- Customer Search
  - Basic & advanced criteria
  - User-defined preferences for search results
- Optional Business Intelligence Extension: Customer Data Marts

Other key functionality includes:

- Intelligent workflow
- Importing person and organization information from external sources
- Having third party support for storing recurring credit card activity

- Performing basic / advanced searches for customers
- Verifying addresses (basic USPS postal code or USPS Zip+4 lookup for US addresses)
- Reporting
- Document management
- Notepad
- Case Management, which is a highly configurable component that provides a method to capture detailed information about cases that are important to the carrier's business needs, such as vendor management and SIU

### Key Points to Consider

- Party-based enterprise customer and account management
- Supports aggregation, cross-sell and customer relationship management
- Houses all the demographic, relationship, role and participation data for all natural persons and legal entities
- Allows for all agreements (policies, claims, treaties, contracts, etc.) to be viewed and managed through the lens of persons or organizations
- Scalable
- Configurable
- Built using Java technology
- Supports multiple technologies and platforms
- Web services/XML

The StoneRiver Stream solution is smarter by design with a service-oriented architecture (SOA) based service platform called IIP™ (Insurance Integration



Platform). The embedded enterprise service bus orchestrates underlying services into reconfigurable composite business processes.

Contact 800-943-2851 or [solutions@stoneriver.com](mailto:solutions@stoneriver.com) to learn more about how you can take charge of customer information with the *Stream* Customer solution.