



Web-Based Agency Management Solution

*Available
Anywhere,
Anytime
& Easily...*



iAgent, developed by **P&O Global Technologies Sdn Bhd**, is designed with the deep understanding of the shortcoming of book-based Cover Note System to provide an effective Web-based solution for the management of voluminous Cover Note transactions in the general insurance business, for both the Motor and Non-motor classes of insurance.

This **iAgent** shall offer insurance company an option to structure their business operation functions into 2 categories, namely, 'Back-Office' & 'Agency-Office'.

The Web-based 'Agency-Office' would provide an easy-to-access platform for agents to process Cover Note in an on-line real-time and speedy manner with functions like: -

- comprehensive code tables for accurate capturing of standard data type
- verification of essential underwriting guidelines and/or limits
- automatic calculation of relevant premium items
- generation and printing of Cover Note

The 'Back-Office', usually operate on Windows-based environment, contains functions like Refer Case, inventory control of serialised Cover Note forms, security control and administration, as well as large volume period-end processing.

Under **iAgent**, agents will be given serialised Cover Note forms instead of the traditional book-based Cover Note. The actual Cover Note number will be allocated in an on-line manner via **iAgent** as and when a transaction is completed and then printed onto the serialised Cover Note form directly.

With the combination of serialised form and on-line allocation of Cover Note number to constitute a genuine issuance of Cover Note, **iAgent** thus provides insurance company with an effective control mechanism on the issuance of Cover Note by agents.

Though **iAgent** is designed & developed to be fully integrated with **INGENIUS**, our latest Windows-based general insurance solution, it can also be customised to interface with other vendors' back-office solutions seamlessly.



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Ultimate Flexibility Via The Internet

Benefits of Implementing iAgent

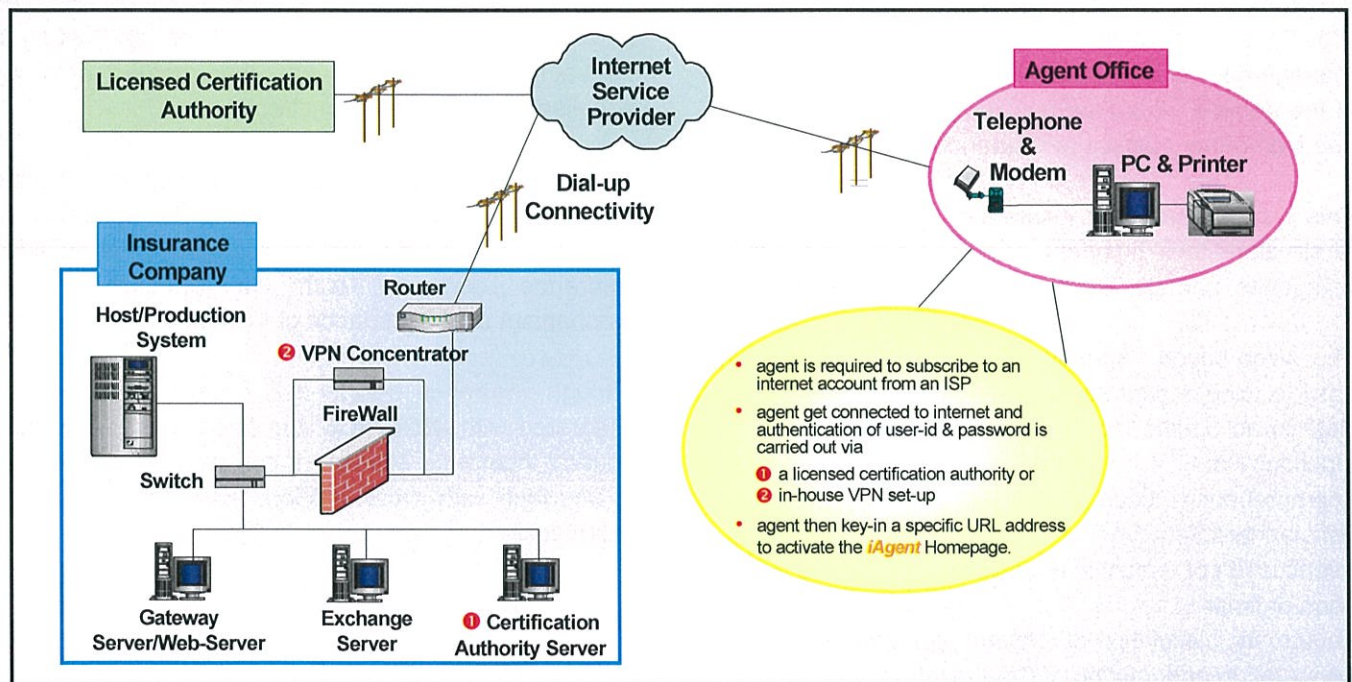
To The Insurance Company

- Ensures instantaneous submission of Cover Note issued by agents for subsequent policy processing thus reduces turn-around time from risk acceptance to schedule issuance
- Assists in timely premium collection from agents thus improves insurance company's cash-flow position
- Ability to detect and instantly bar any irregularities such as backdating and double-issuance during the Cover Note issuance process
- Eliminates data-entry workload as most, if not all, data pertaining to risk covered would be captured by the agents
- Provides up to-date information to assist in the effective control over indiscipline agents as insurance company possesses absolute control on the usage of the System

To The Agent

- Equips agent with a powerful tool to enhance operational efficiency as it: -
 - allows for speedy & accurate capturing of all necessary data with on-line verification of all relevant risk acceptance criteria/ guidelines
 - generates administrative & operational reports on Cover Note issued and premium collected/remitted
 - reduces dependency on human expertise thus less head count and less overheads
- Allows agent to provide better services to insured as it: -
 - provides instant confirmation of risk coverage thus comfort feeling to insured
 - caters for neatly computer generated Cover Note with details on premium items
 - offers on-line enquiry features on status of risk covered and Claims (if any)

The overall system architecture design including some key components of this **iAgent**, covering both the insurance company as well as agents, is illustrated in the diagram below: -



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