

KEY CHALLENGES

- Need to quickly respond to market conditions by adopting changes to policy terms and conditions in the shortest time possible
- Necessity to more tightly manage underwriting practices (understand “bad” risk and refine future risk assessment procedures)
- Difficulty synthesizing information from multiple departments / systems to derive actionable business intelligence
- Lack of confidence in the accuracy and auditability of manual processes

DELPHI PROFESSIONAL LIABILITY

Fifteen years ago, only the most forward-thinking risk manager would predict that blogs, now ubiquitous, would present the risk management black hole that they have. Many bloggers, and their employers, remain unaware that their musings are subject to digital, libel, and intellectual property laws. The hedge fund industry is another relative newcomer -- the understanding of what hedge funds do, and where their liability risks lie, is yet to be fully understood by many underwriters. Yet, both of these arenas present a tremendous opportunity to carriers that can create programs quickly and remain flexible.

Until legal precedent, claims experience, and legislation shape the identifiable risks with these and other sectors, carriers who operate in the professional liability market must be disciplined and innovative. Since today’s risk landscape is continually evolving, carriers must be flexible in their programs and practices, while also providing first rate service to insureds. Using Delphi Professional Liability, a complete and proven end-to-end insurance processing solution for professional liability insurance carriers, companies can exercise maximum agility and efficiency while providing high quality customer service.

Delphi Professional Liability was designed and developed specifically for the professional liability market. Our large and growing client base has experienced a multitude of benefits that include: significantly improved operational efficiencies, enhanced levels of customer service, and a technology solution that provides the flexibility and scalability required for future growth. Depending upon a client’s preferences, Delphi Professional Liability is offered through a traditional software license or via a hosted delivery model.

Managing General Agents (MGAs) doing program business are well-served with Delphi’s hosted option -- the software can be deployed quickly and without major IT staff commitment on the MGA side. Delphi Professional Liability also provides electronic data interchange (EDI) utilities, enabling the MGA to efficiently send and receive data between their location and the carrier’s systems.

OASIS Professional Liability provides professional liability carriers and MGAs with the tools necessary to gather data, synthesize findings, and then act on their business intelligence to improve the bottom line.

THE SOLUTION

Delphi Professional Liability will support your business through the entire lifecycle, from policy quoting through claim resolution. The components that make up Delphi Professional Liability are available as a seamlessly integrated

For more than 25 years, Delphi Technology has been the recognized leader in providing business software solutions to the healthcare professional liability industry. Delphi delivers a comprehensive range of proven software solutions including underwriting, policy management, claims management, financial management, business intelligence, and predictive analytics.

Leveraging a highly flexible technology platform, Delphi enables companies to streamline their operations, optimize their business processes, and respond to changing business needs resulting in reduced costs, increased operational efficiency, and improved business intelligence.

Delphi Technology utilizes a proven implementation methodology ensuring the transfer of critical technical, business, and market expertise throughout the deployment process resulting in successful implementations that come in on schedule and on budget.

Headquartered in Boston, MA, Delphi Technology has offices throughout North America and in Shanghai, China.

solution or as standalone optional components. Modules include: eApplication, Policy Holder Services, Incident Management, Policy Management, Financial Management, Claims Management, Risk Management, Reinsurance, Reporting and Analytics, Advanced Business Analytics, and Predictive Analytics.

KEY FUNCTIONALITY

- **Policy Management** Online quoting through issuance, including Claims Made processing with Retroactive Date processing, Step Rating, Tail coverage (extended reporting endorsement), and “Mini-tail”.
- **Claims Management** Automatic coverage verification (including Claims Made coverages), associated claim linking / data sharing, extensive litigation management, automatic reinsurance calculation, automatic administration of deductible and SIR tracking, comprehensive limit checking (shared / combined / split), diary system, and Notes.
- **Customer Relationship Management** All Delphi Professional Liability subsystems are connected via the Central Information System, which links each customer to their individual policies, claims, billing information for quick secure access to relevant information.
- **Workflow Automation** Delphi Professional Liability provides several workflow automation features, from triggered diary reminders to “touch free” automated underwriting -- just configure the system per your business rules to free up your employees to perform more strategic functions.
- **Business Intelligence** Delphi Warehouse and Reporting stores Delphi Professional Liability data and can be integrated with other application data, such as employee data, medical data, or pre-existing legacy data. Over eighty standard reports are included, covering claims, policy, and financial data from which reporting needs can be met.

BUSINESS BENEFITS

- **Educated Risk Management through Better Business Intelligence** Having all information available for coordinated reporting facilitates risk management, reconciliation of books, actuarial work, program analysis, loss runs, refinement of future risk assessment procedures, enabling Delphi Professional Liability customers to make better business decisions.
- **Better Data Controls for Transparency / Auditability** Online audit tracking and available workflow automation ensure procedures are followed and traceable, such as required for Sarbanes-Oxley compliance.
- **Improved Customer Service** From enabling online credentialing and payment options, to the Expert Witness database for improved physician defense, to quick access to information for Customer Service Representatives -- Delphi Professional Liability makes it easy to provide world-class customer service and retain customers.
- **Flexibility for Growth** Delphi Professional Liability enables companies to modify rates, add states, and add products quickly and without code development. The configurable architecture means your organization will never consider technical limitations to be a barrier when a growth opportunity presents itself.