

Accenture Life & Annuity Analytics Series: Operational Performance Demo Video/Podcast Transcript

Welcome to Accenture Life & Annuity Analytics, the first analytics solution designed specifically for life and annuity carriers. Accenture Life & Annuity Analytics provides a suite of powerful insights across 5 industry domains that can help drive better outcomes for your business.

In this video we'll explore the Operational Performance domain which can help you improve post-issue operational efficiency and profitability. Available dashboards cover the evolution of the policy portfolio over time, and the key financial and non-financial transactions.

The chart on the left shows the claim counts, the claim amounts, and the timing of claim notification compared to issue date and date of death. It also shows claims processing efficiency and claims aging.

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The chart on the right shows the yearly claims loss ratio and a detailed claims table by contract number.

Let's look at comparing the timing of claim notification of ~~death timing~~ to the date of death. You see that 13% of the Claims were notified to the Company between 1-2 years after the date of death. That's a high number given the regulatory requirements for searching against the Social Security death master file, and indicates an opportunity to research these claims, understand the delay, and put in place procedures to proactively identify deceased individuals.

All dashboards can interface with internal and external systems, and you can easily export data for reporting. Watch additional use cases and learn how Accenture Life & Annuity Analytics can help boost your business performance. Visit [Accenture.com/LAAnalytics](https://www.accenture.com/LAAnalytics)