

# BSP Life and Intellimin







## Overview

Intellimin's delivery team has in-depth knowledge of insurance operations and over 20 years extensive experience in insurance system implementations, data conversations, and technical support. Intellimin provides a complete managed solution for their clients including ongoing operational support.

The Intellimin insurance system is proven and tested, providing the full end-to-end customer and policy life cycle management for insurers. Intellimin has been working with BSP Life Fiji since 2014 and BSP Life PNG since 2018 to help streamline processes, implement flexible product configurations and automated communications for an overall better customer experience.

BSP Life Fiji and BSP Life PNG are part of the BSP Group, who are committed to bringing financial innovation and technology to families across Papua New Guinea and the Pacific; a place they call home. Both are specialist life insurance companies, and Intellimin has worked closely with BSP Life Fiji and BSP Life PNG to provide them with a core insurance platform to support customer engagement whilst still encouraging business growth and success.



## BSP Life Fiji

Since 1876, BSP Life Fiji have been the leading provider of world-class life and health insurance products in Fiji. With over 100,000 customers, 150 qualified sales advisers and 10 customer service centres, they are paving the way as leaders in the market through innovative processes and the services they offer.

They are passionate about supporting the people that make up their community in terms of employment opportunities and helping customers fulfil their aspirations and life goals; with a business mission to make a difference and support their customers when they most need them.

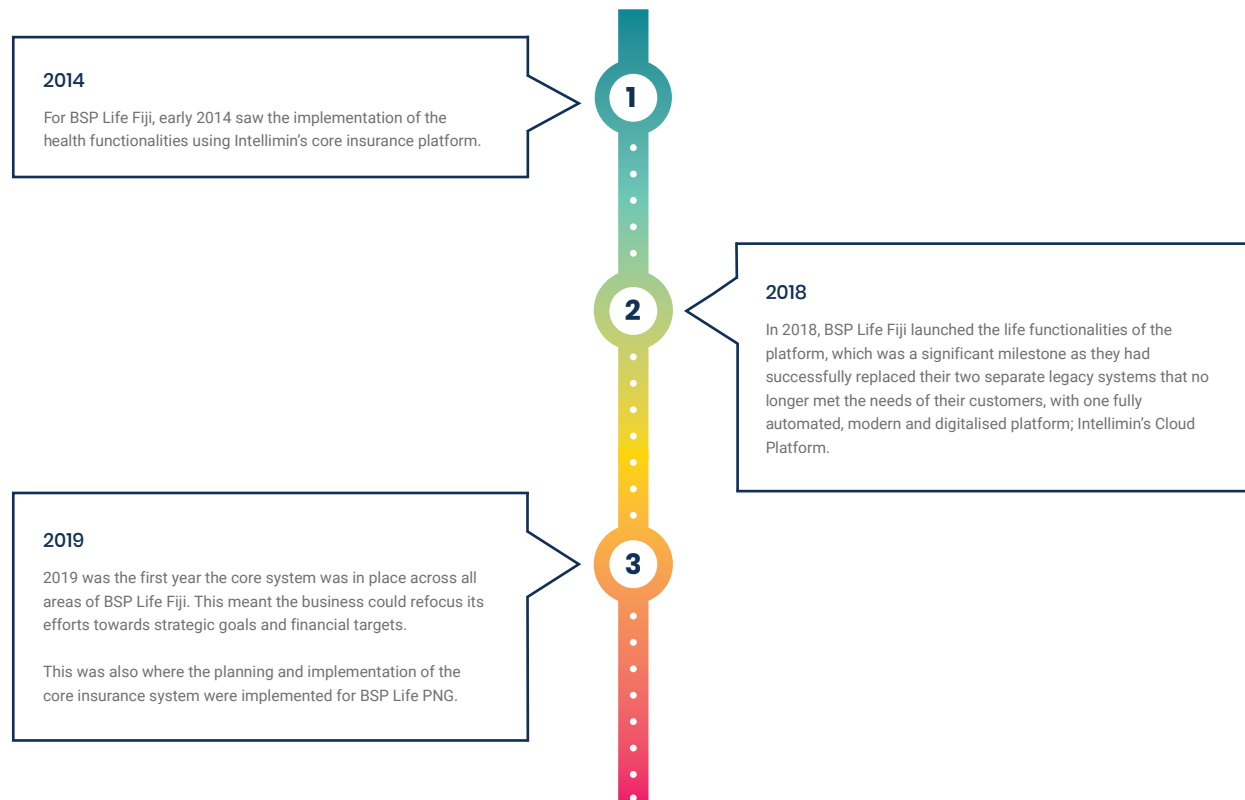


Intellimin has been fortunate enough to support BSP Life Fiji in their journey to transform their business, through increasing efficiency and performance internally whilst providing better customer engagement across their organisation. BSP Life Fiji are committed to adding value to their customers' lives and meeting the needs of their customers, so the need for a partnership and implementation of a customer-centric and automated system is crucial.

Working closely with the expertise behind Intellimin, BSP Life Fiji were able to create an end-to-end system that supports both health and life insurance, provides security of customer data, streamlines processes, holds a flexible product configuration and automated communication. Intellimin's ability to host a fully managed solution with operational support and high security of customer data meant it was a favourable decision for BSP Life in all areas of their business.



## Timeline



## BSP Life PNG

Founded in 2017, BSP Life PNG was established to meet the life insurance needs of Papua New Guinea.

BSP Life PNG implemented the Intellimin system to support their group term life insurance products, largely distributed and targeted towards employer based groups who want to provide insurance for their employees or members. This was quickly followed by the launch of the only endowment insurance product to be sold by an insurer in Papua New Guinea. Therefore, the need for a system that is highly configurable to meet any business and their processes was key.





## Response to Covid-19

The global pandemic forced businesses to reflect on the ability of their current systems to meet their customer needs digitally. For insurance, Covid-19 highlighted inefficiencies within the industry and the need for modern insurtech to support new ways of working. This accelerated the urgency for insurance companies to adopt modern and efficient technology that met the customer at every point of their journey.

BSP Life Fiji were able to continue to provide customer service during these times of uncertainty, through Intellimin's self service portal enabling customers to view their policy communications and request policy changes online. The cloud-based platform also supported staff who were working from home.



As the world continues to adjust and evolve, we can predict insurance companies will implement systems and processes that ensure their customers can purchase insurance products, conduct transactions, complete underwriting processes and make any claims seamlessly online. Through decades of partnering with insurance companies globally, Intellimin understands the risks and factors involved that contribute to successful insurance companies.

**If you would like more information around how our Intellimin cloud-based platform could work for your business, please get in touch with our team.**



 **Intellimin**  
Cloud Insurtech Platform