



How do you manage Delegated Authority?

Integrative answers for the insurance sector for every stage of Delegated Authority



Your business is looking for ways to manage Delegated Authority. There is no doubt that it is a complex relationship; one which requires robust and transparent processes to manage effectively.

You are looking for a focussed solution. A solution that will clearly demonstrate correct oversight throughout every stage of the relationship — not just at the beginning.

At Hitachi Solutions, we have both the industry and technical expertise you need to make successful Delegated Authority both compliant and achievable.

Real relationships

At Hitachi Solutions, we employ professionals from within the insurance industry and together we have harnessed the power of our Microsoft partnership to provide a fully integrated Delegated Authority solution.

Using Hitachi Solutions not only means connecting to the breadth of all Microsoft applications, but also provides a demonstrable capability for due diligence for both insurers and brokers.

This unique two-tier strategy encompasses all aspects of the relationship between companies and brokers to comply with Delegated Authority best practice.



What are the concerns around Delegated Authority?

In 2015 the FCA produced a report* outlining concerns around the relationship between the insurance industry and outsourced partners.

The report focussed particularly on the possible shortcomings of the delivery of products and related services to customers.

The FCA needed to gain a better understanding of how firms approached outsourcing and how responsibilities were managed across the industry.

The report highlighted:

- A lack of due diligence within outsourcing arrangements.
- Insufficient focus on the outcomes for customers.
- A deficiency of coherent oversight in product performance and delivery of services.

It was apparent there was a gap in consistent accountability in these key areas. This resulted in potentially negative experiences for firms, brokers and, ultimately, their customers.

At Hitachi Solutions, we responded by creating applications specifically to help the insurance industry address these findings and provide clarity where previously there was ambiguity.

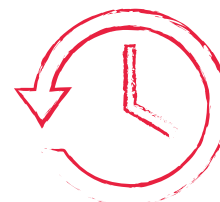
What do you need?

The changes recommended by the FCA report have been adopted by corresponding regulatory bodies across Europe and beyond. The expectation is that insurers outsourcing to third parties have operative and risk-based controls in place. It is imperative that the insurers delegating authority (including intermediaries and third-party administrators) are aware of the need to review their activities — both from a regulatory and commercial perspective.

Regulators will be looking at insurers who outsource with greater scrutiny. There are already examples of fines within the industry and a robust oversight over the entire process of delegating authority is now imperative — not only at the outset of the relationship, but throughout the entire process.

To comply with regulatory requirements, your business needs to improve:

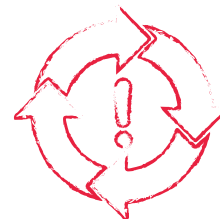
- **Efficiency.**



- **Risk assessment, scoring and due diligence.**



- **Risk process controls.**



- **Regulatory position.**



- **Data quality.**



- **Informed decision making.**



* Thematic reviews First published: 02/06/2015
TR15/7: Delegated authority: Outsourcing in the general insurance market
<https://www.fca.org.uk/publications/thematic-reviews/tr15-7-delegated-authority-outsourcing-general-insurance-market>
Last updated: 02/06/2015

Our solutions

Hitachi Solutions and Microsoft Dynamics 365

Hitachi Solutions working together with Microsoft Dynamics 365 gives your business a resolution to the problems.

Historically, outsourcing has often resulted in an increased level of complexity for the industry. Hitachi Solutions and Microsoft Dynamics 365 make sure this is no longer the case. Not only will you have clear arrangements for assessing conduct risks, you will also have full control over claims functions.

Uniquely, our solutions also provide procedures to gather all the necessary information to effectively calculate risk. This is in direct accord with best practice and ensures your business is compliant.

Using Hitachi Solutions together with Microsoft Dynamics 365 means you are choosing the very best organisation for the task. Our expert teams know your business and Microsoft Dynamics 365 inside out.

They know how to utilise the power of Microsoft Dynamics 365 to achieve your objectives because they speak your language, understand your business and have the technical knowledge to make solutions a reality.

What makes good delegation?

The foundation stone of good delegation is a clear allocation of responsibilities. This can only happen if systems are in place to maintain clarity for all parties, maintaining a continual overview of procedures and making sure there are no gaps in the process.

At Hitachi Solutions, we ensure good delegation by:

- Replacing manual, paper-based systems with fully integrated applications.
- Providing a system of processes for risk assessment.
- Streamlining the approval processes.
- Providing a solution for decision making and future renewals.

How do we achieve this?

At Hitachi Solutions, we have the understanding and experience to guide you in the implementation of proficient applications. Because we understand your business, we know exactly what you require from your systems and we ensure you achieve it.

Our team of professionals and field experts are on hand to make sure your business can consolidate real and lasting change using familiar formats. This can only occur if processes are in place to maintain an overview of procedures at every stage of the Delegated Authority relationship.

We do this by working with you – every step of the way.



**Designed
for success**



**Predictable
cost**



**Flexible
approach**



**Ongoing
support**

Ease of use

We believe software should be intuitive and easy to use. Working closely with the industry, we developed a solution that can fully evidence oversight in the Delegated Authority relationship, utilising the power of the Microsoft Dynamics 365 applications suite. Using Hitachi Solutions enables your staff to manage the Delegated Authority effectively and efficiently at every stage.

Security

Microsoft Dynamics 365 has security and data integrity at its very core.

- Role-Based Security is built in, providing users with only the appropriate level of information required to complete their work.
- Record-Based Security is second to none, with a focus on access rights.
- Field-Level Security is exceptional, restricting access to specified named users.

What next?

Ask us to work alongside you to get the best possible outcomes for your industry. Competition is high and you need to ensure you are ahead of the game.

Hitachi Solutions has many years of experience working alongside the insurance industry. We understand the scale and complexity of the business and how regulatory requirements have increased the pressure in an already overburdened sector.

By working closely with your delegated authority team and fully understanding their business processes, we can provide a solution to help you deliver the required oversight of your customer relations. We effectively offer you a streamlined solution to meet the Delegated Authority requirements.

We are here to simplify and streamline the process for you. Our experts will tackle the most complex of problems and leave you with a working solution.

Why Hitachi Solutions?

We offer deep industry expertise combined with decades of experience providing high-value solutions that deliver rapid return on investment. Our approach is designed to give you a faster, lower-risk implementation and adoption of Hitachi Solutions' proven best practices, processes and configuration.

- It starts with core technologies built on the Microsoft Dynamics 365 for Operations cloud platform.
- We extend that with our own best practice pre-configuration and sector-specific functionality so you can get up and running quickly. New features are introduced every three months to ensure you benefit from enhanced functionality, which helps you keep pace with the demands of your industry.
- Finally, we deliver a tailored solution with inbuilt best practice processes and configuration templates to provide the best fit for your business, so you can focus on your unique strengths, not on basic technology.