



ICBC's Insurance Modernization

The Road to Go-Live

CUISA – June 3, 2015

Modernization

Status

PolicyCenter

Implementation



Modernization



Our Vision



Quicker product & pricing changes



Better sales process, customers focus



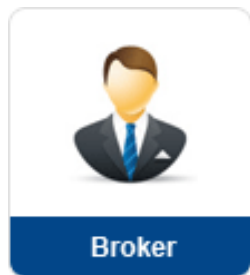
More industry standard offerings



Minimize data and technology risks

What's the Change Look Like?

Staying the same...



What's the Change Look Like?

Getting better...

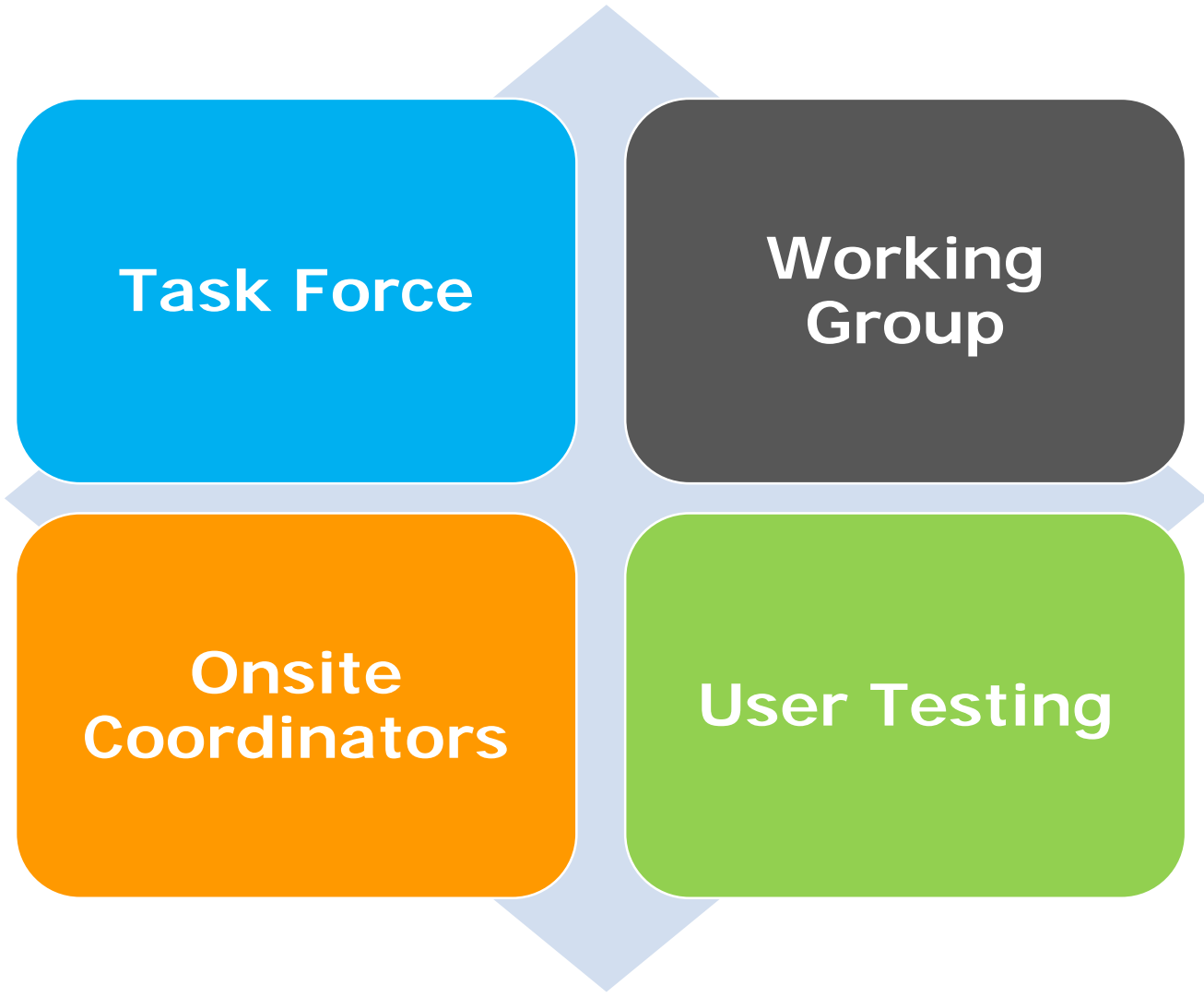


Managing Expectations

- Deploy it...
- Fix it...
- Perfect it...



Broker Involvement



Status





**System
Development**

**System
Testing**

**User
Testing**

Pre-Prod



GO-LIVE

Transition to Production

**Co-existence
&
Sustainment**

PolicyCenter



What's it look like?

Use different scenarios...



New Business – Private Passenger



New Business – Fleet



Managing the Back-end

...to look at change in sales process

Account



Registration & Licensing



Product & Rating



Pay & Issue

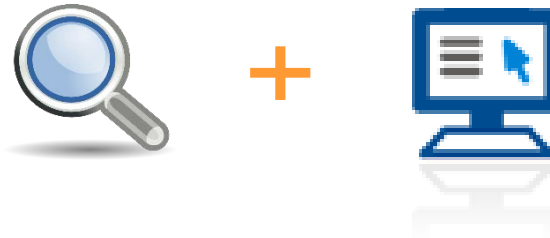




New Personal Policy



How it works



Key Changes

- New feature
- From “vehicle” to “customer”
- Needed for quick quote
- Balances privacy & transparency

HIGH



New Personal Policy



How it works



Key Changes

- Integrated VIC lookup
- Tax screens easier

LOW



New Personal Policy



How it works



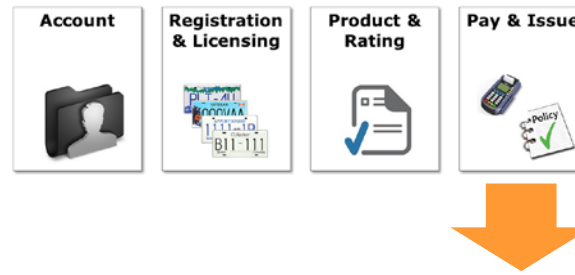
Key Changes

- "Smart" product selection
- New sales features
- No manual forms

MED



New Personal Policy



How it works



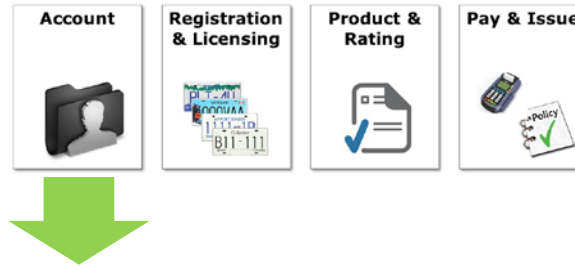
Key Changes

- Payment before issuance
- Integrated card reader
- Account netting
- Debt check is up front

HIGH



New Fleet Policy



How it works



Key Changes

- Fleet rating from account
- Faster set up, process

HIGH



New Fleet Policy



How it works



Key Changes

- Multi-vehicle policies
- Upload/download features
- Simultaneous transfers
- No faxed prorata applica

MED



New Fleet Policy



How it works



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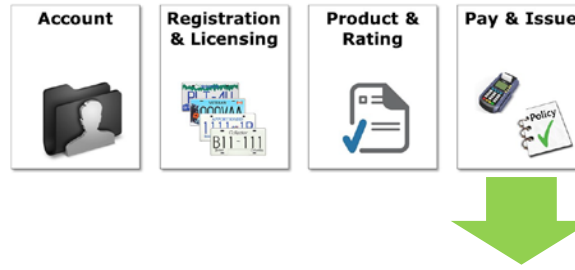
Key Changes

- Copy coverages
- "What ifs" on discount

MED



New Fleet Policy



How it works



Key Changes

- Policy printing restrictions
- Garage eligible for pay

HIGH



Managing the Back-end

Same

Commissions

Data Download

Better

Batching

Training

Change

Supporting
Technology

Outages

Broker Awards

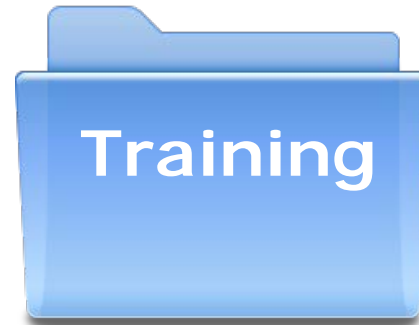
Implementation



Change Goals

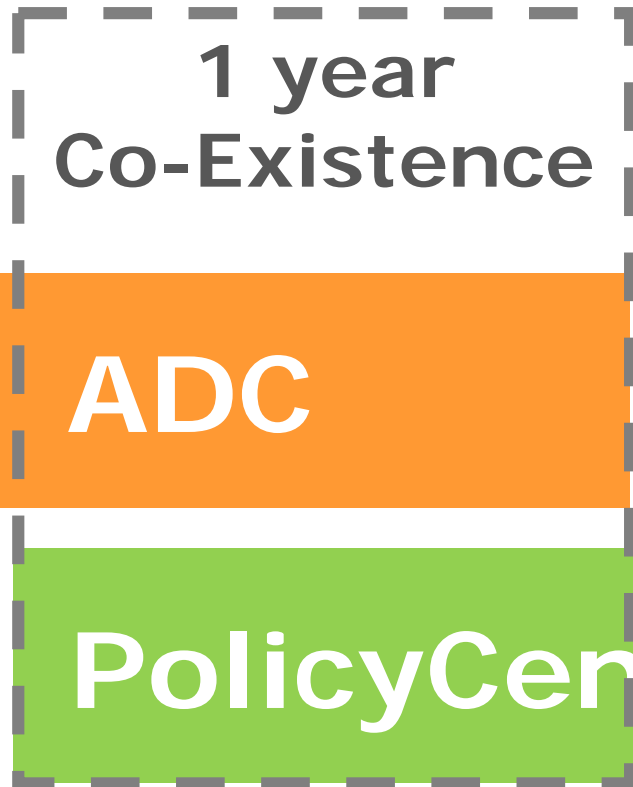
- ✔ People support the change
- ✔ Users ready “day 1”
- ✔ Minimal business disruption

Implementation Components





Go-live Approach



Mid Term Changes

Renewals
New Business



Change Journey

Reinforce



Manuals

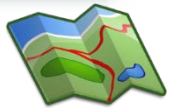
Build Knowledge



Build Skill



Begin



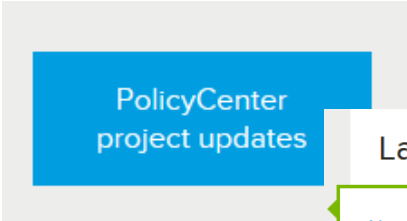


Resources for Brokers

**800+
On-Site
Coordinators**



**Key Sources
of Info**



Latest News

News archives
• Broker news archive
2004 to 2012



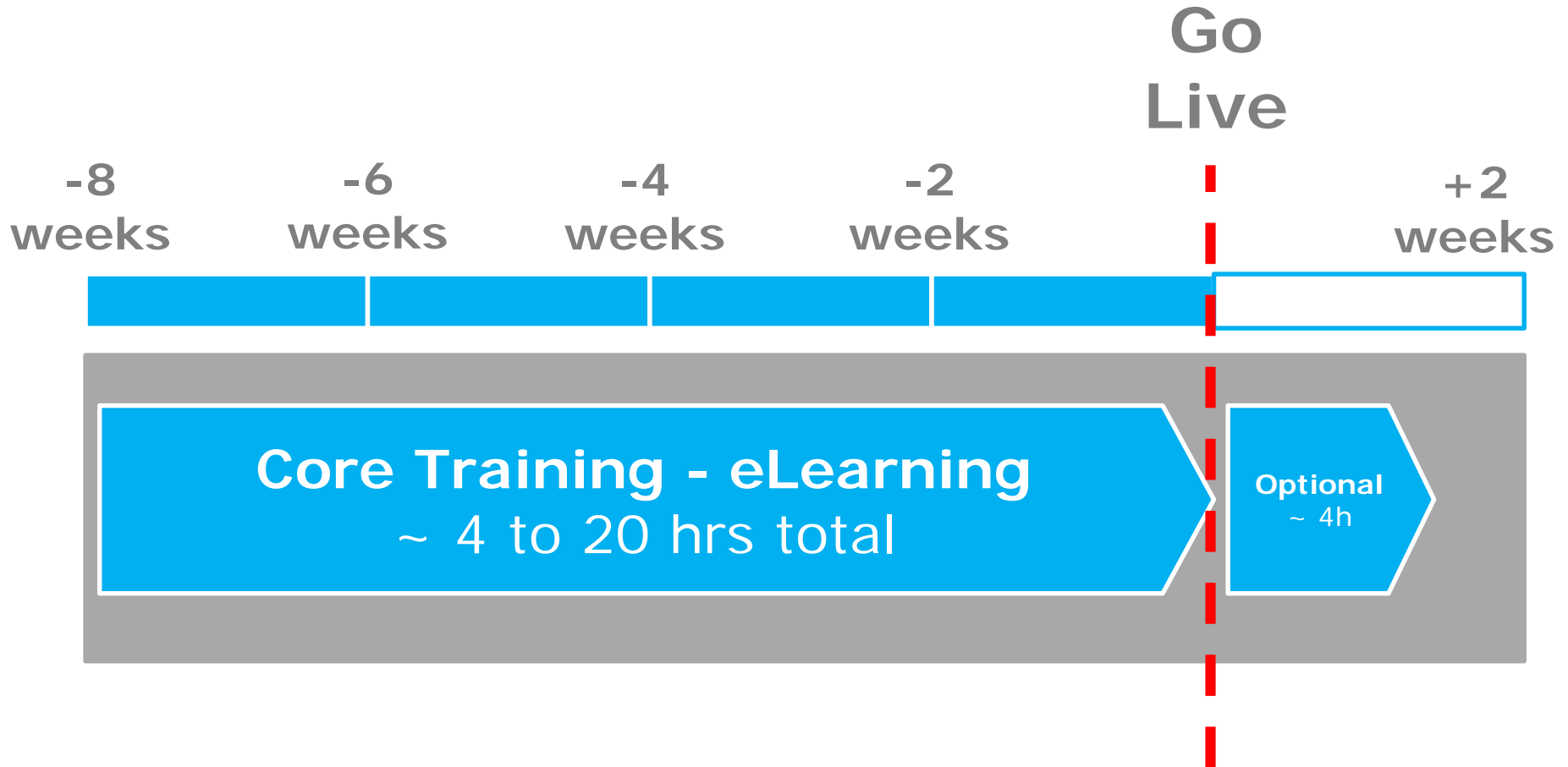


Learning Paths

Audience	Training Learning Path					
Personal Autoplan	Welcome to PC	+	Policy Center Knowledge	+	PolicyCenter Skill	
Pers & Comm Autoplan	Personal Autoplan	+	Commercial Awareness course	+	Commercial specific PolicyCenter	
Fleet	Personal Autoplan	+	Commercial Autoplan	+	Fleet Awareness	Fleet Skill PolicyCenter
Garage	Personal Autoplan	+	Commercial Autoplan	+	Garage Awareness	Garage Skill PolicyCenter
New Hire	Welcome to PC	+	Foundational Knowledge	+	PolicyCenter Knowledge	PolicyCenter Skill

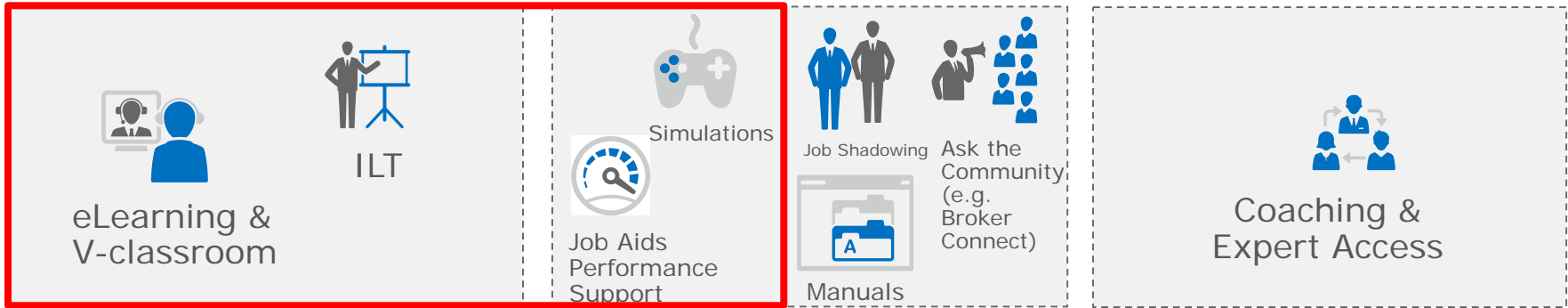


Timing





Timing



Formal Learning

Workplace Learning

Informal Learning

Learning Journey

Go Live



Support

BEU

- Call routing
- More hours, staff
- Specialists

Releases

- Business driven
- Frequent