

# CIOReview

The Navigator for Enterprise Solutions

INSURANCE TECH EDITION

DECEMBER - 23 - 2019

CIOREVIEW.COM

## 20 Most Promising Insurance Technology Solution Providers - 2019

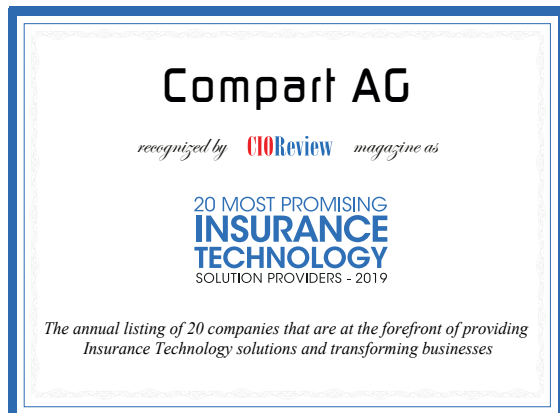
The constant economic growth, towering interest rates, and elevated investment income are considered as the positive factors that appear to be strengthening the insurer results in 2019. The insurance technology industry is now preparing for the stage of enhanced progression in the upcoming years ahead. Since the US property and casualty (P&C) part of the business got off to a predominantly good start in the first half, with a net income that gets twice as much as the previous year.

However, the viewpoint for annuities seems to be much brighter because of the rising interest rates and higher disposable income. The totals of US annuities sales are forecasted to rise to 33 percent to \$2.8 billion in the first quarter in 2019, compared with previous year results and gain another 5 percent subsequently. While

enhancing the economic conditions in the present year, the short-term vision for insurers in 2020 might have brightened for many insurers as a rising tide that not necessarily lifts every boat uniformly. There exist plenty of challenges that need to be overcome in the years ahead, as well as opportunities to develop the competitive position and the bottom line of the carrier.

To help CIOs navigate through the list of Insurance Technology solution providers, our distinguished selection panel, comprising CEOs, CIOs, CFOs, industry analysts, and the editorial board of CIOReview narrowed the 20 Most Promising Insurance Technology Solution Providers that exhibit competence in delivering comprehensive insurance technology innovations.

We present to you CIOReview's "20 Most Promising Insurance Technology Solution Providers - 2019."



**Company:**  
Compart AG

**Description:**  
Compart enables its customers to process, deliver, and access documents and content—in any form and format and via any channel

**Key Person:**  
Thorsten Meudt,  
Chief Marketing Office

**Website:**  
[compart.com](http://compart.com)

# Compart AG

## The Digital First Approach for Documents

**T**he insurance industry, as the most document-centric and regulated vertical, is facing a key challenge today: providing a great customer experience by meeting customers via their preferred communication channel, which might change – and change again-- throughout the day. While traditional channels, including print, mail, and email are still prevalent for customer communication, new communication channels such as web portal and messenger have entered the market. Dozens of others are expected to be added over the next few years. Smart TVs and game consoles are potential channels for a generation that has grown up with them being a major factor in their lives.

**Compart covers the entire lifecycle of document processing, composition to distribution and back**

### FUTURE-PROOFING YOUR CUSTOMER EXPERIENCE

“We serve all these channels while taking into consideration that communication is hardly ever unidirectional,” says Thorsten Meudt, CMO of Compart. Insurance communicators must embrace open interfaces and modular architectures that enable integration of new channels and simplify document output to fit them, in an effort to future-proof an ever-changing communication ecosystem. Helping communicators in all verticals cater to customer communication preferences while

complying with regulations is the mission of Compart. With 26 years of deep expertise in the industry, the company helps clients compose, process, deliver, and access documents and content—in any form and format and via any channel.

“We cover the entire lifecycle of document processing from creation to modification to output through distribution and back,” states Meudt.

Compart offers the DocBridge suite: high-performance, platform-independent, and scalable software solutions. Inevitably, document formats vary. They must be standardized and converted into optimal formats. Addressing this reality, the DocBridge Conversion Hub analyzes and converts unstructured communication in various formats, including voice messages, images, and multiple documents in a zip file into a structured, standardized, normalized set. Compart provides DocBridge Impress, a scalable, cross-platform, cloud-ready software for page and device-independent document design. The documents are created utilizing custom-defined business rules. The generated documents can then be distributed digitally, displayed seamlessly on different media such as smartphone, web, portals or print. Revolutionizing document design, DocBridge Impress incorporates all the established document design standards and paves the way for a channel-less, universally accessible future.

Owing to the complexity of personalized customer communication, the possibility of human error is high, and automated quality assurance is beneficial. DocBridge Delta is a productivity-enhancing testing software



Thorsten Meudt

developed by Compart that analyzes and compares electronic documents and verifies compliance. By eliminating manual checking, Delta not only helps avoid legal risks and litigation but also maintains branding consistency and delivers a fast ROI.

Mr. Meudt highlights an instance where Compart helped VHV Group, one of the largest German providers of property and life insurance, to create a central output hub for the preparation and output of all correspondence over physical and electronic channels. The DocBridge solution receives all documents, converts them into the recipient’s desired format, bundles them and adds value. The client sums it up: “The solution from Compart prepares large quantities of data very quickly and reliably and supports all existing document formats.”

Moving ahead, Compart embraces the API economy, implementing more interfaces to third party solutions in the cloud, deployed in the clients private cloud environment or to consume as a service held together on a platform, DocBridge Gear.