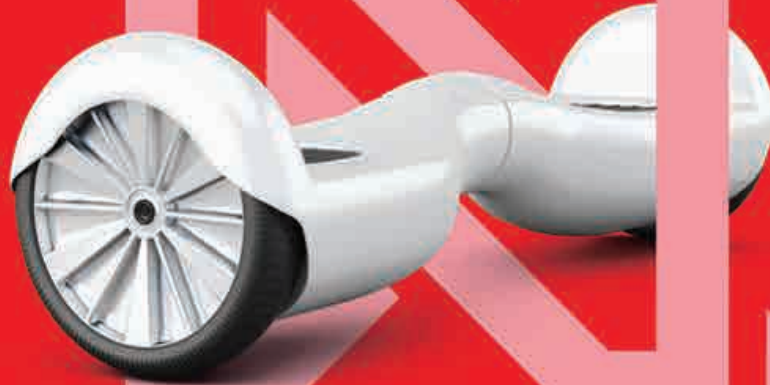


# CUSTOMER SERVICE APPLICATION FOR A LEADING INSURANCE PROVIDER



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## REQUIREMENTS:

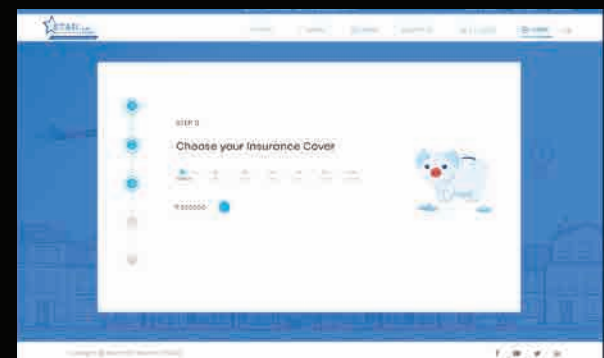
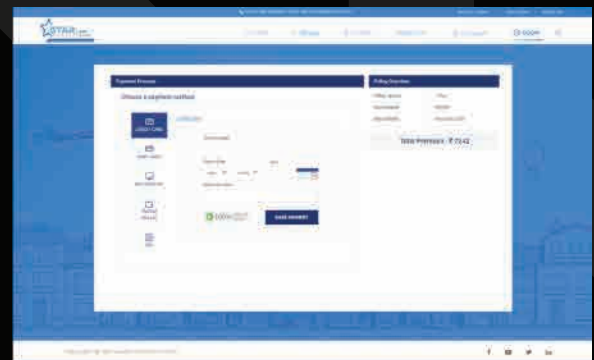
Star Health, a leading insurance provider, wanted to improve customer experience by offering a mobile app that would allow customers to:

- Make payments
- Buy new policy
- Submit scanned receipts and process health insurance claims via their smart phone

The app was also required to strengthen back-office efficiency by being able to process more claims electronically.

## PROBLEMS FACED:

- Existing web portal and Mobile App were different in UI and the development was done bottom-up
- IOS and Android Apps were separately developed
- Frequent change in business needs on portal and App consumed lot of time



# Star Health was looking at a solution that could help them make changes rapidly

## THE SOLUTION:

1 week is all it took to do a proof-of-concept for their customer portal and customer facing app. The app is going to be built on Neutrinos Platform and includes sophisticated security and user authentication services integrated to Star Health's core insurance systems.

To meet customer expectations, reduce back-office processing costs and stay ahead of the competition, Star Health has initiated the development of customer centric Mobile Apps & Portals. This would allow customers to access policy information, manage policies, submit, process, monitor and report claims via their Apple and Android devices.

Neutrinos is a Low-code Rapid Application & Digital Innovations company that offers a platform to ideate, transform and build complex enterprise applications within days, Sometimes hours.