Resonant®

Resonant is an innovative underwriting and case management solution that leverages the latest technology in decisioning, taps into a leading rules engine, and automates workflow to reduce the time it takes to underwrite an application.

From retrieving evidence to approving applications, and reporting to the Medical Information Bureau (MIB), Resonant harnesses the power of automation to streamline the underwriting process, every step of the way.

How Can Resonant Help You?

STREAMLINE PROCESSES WITH AUTOMATION

The process of receiving an application, assigning it to an underwriter, assessing the risk, and delivering a decision to the agent and consumers relies on a wide range of data, technology, and teamwork. The efficiency of your underwriting processes can mean the difference between a case being processed or declined.

In 2021, more than 40% of life insurers reported having incorporated some degree of accelerated underwriting into their business processes or had imminent plans to do so—an increase from just 18% from one year earlier.*
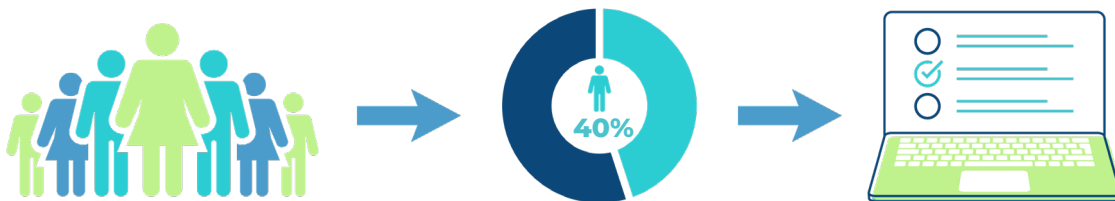
Source: Unleashing the True Potential of Automated Underwriting | Celent

Insurers lacking automated or accelerated underwriting processes are left to complete tasks manually through email, spreadsheets, and phone calls or by going back and forth with agents/BGAs, which increases NIGO rates and cycle times. Resonant handles all kinds of underwriting scenarios -- from instant decisioning, accelerated processing, and full underwriting -- to give carriers broad options, bringing added value to agents and consumers.

CASE MANAGEMENT CAPABILITIES

Resonant's case management capabilities provide users with the tools they need to work efficiently while improving the processing of cases. Cases can be automatically assigned to individuals or teams based on product line, face amount limits, state, and channel. In addition, cases can be routed to specific underwriters who have particular skills, like EKG and APS reviews.

Personalized and automated alerts tell underwriters what cases they need to work on, what tasks they need to complete, and what issues they need to address.

SELF-SERVICE GUIDELINE MANAGER

With Resonant's self- service guideline manager, business staff can define and manage all new business and underwriting guidelines, workflows, and age/amount requirements, all without the need to code. The user-friendly interface drastically reduces the time needed to add a new product, change a rule, or update underwriting criteria. Carriers can perform this work internally or can use iPipeline's seasoned implementation team to build rules and guidelines.

ACTIONABLE COLLABORATIVE DASHBOARDS

Resonant's collaborative dashboards reduces delays and errors caused by miscommunication, unnecessary data re-entry, and data duplication.

All carrier personnel, such as underwriters, case managers, and management, share the same process view and multiple people can work on the same case at the same time.

CORRESPONDENCE SUITE

Resonant has a complete correspondence suite that enables electronic correspondence to agents, distributors, and consumers as part of the underwriting process. The solution performs the following correspondence functions:

- Integrates with carrier websites, agent portals, CRMs, and AMS systems to provide underwriting status updates
- Automates email and printed correspondences, such as status updates and decision letters to consumers, agents, and distribution partners
- Facilitates two-way messaging between your underwriting team and agents or distribution partners to request clarification and additional information

GET REAL-TIME REPORTING

Resonant provides a suite of services for measuring and optimizing new business and underwriting operations, including:

- Real-time dashboards for Key Performance Indicators (KPIs)
- On-demand management reports
- Time performance for evidence vendors
- Listings of critical-status cases to help drive work processes
- Workload reporting to manage back-office efficiency
- Demographic measures to compare life product objectives against product placement
- Detailed data for diagnostic or predictive analytics

INTEGRATE WITH THE BEST SOLUTIONS

Our out-of-the-box integrations offer a seamless digital-first experience creating a careful balance between speed and accuracy.

Pre-packaged integrations:

Resonant has pre-packaged integrations with iPipeline's e-Application (iGO®) and e-Delivery (DocFast®) solutions along with third-party evidence integrations with policy administration systems, quoting and illustrations platforms, MVR, RxCheck, Inspection Reports, APS Retrieval and Summarizations, Lab and Paramedical Vendors, and much more.

| **25+** Carriers | Reduces the time for data entry | Increases placement potential | **13 DAYS*** Average time for a case to be approved | **76%*** Ratio of cases that get approved vs. applied |

These are average numbers and are not indicative of definite future results.

SCHEDULE A DEMO
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IPIPELINE®