Rocket® software

What if Every Insurance Decision Started with the Full Picture?

Claims, renewals, and risk decisions move faster when decision-makers don't have to reconstruct context.

Contents

Executive summary

Insurance is a business of decisions made under pressure. A claim gets routed and prioritized. A renewal gets repriced or declined. A risk gets accepted or flagged for review. Each decision shapes cost, compliance, and the customer relationship, and each one depends on a single condition: a complete, trustworthy picture of the situation at the moment the decision happens.

That picture is rarely available in time. The information a claims handler or underwriter needs sits across policy systems, claims platforms, document stores, customer records, and core systems of record that weren't built to hand off data in real time. So teams reconstruct the picture by hand, one system at a time, before they can act.

This brief looks at where that reconstruction happens, what it costs, and what changes when context is ready before the decision. The key isn't more data. It's trusted data, connected and current, at the point of decision.

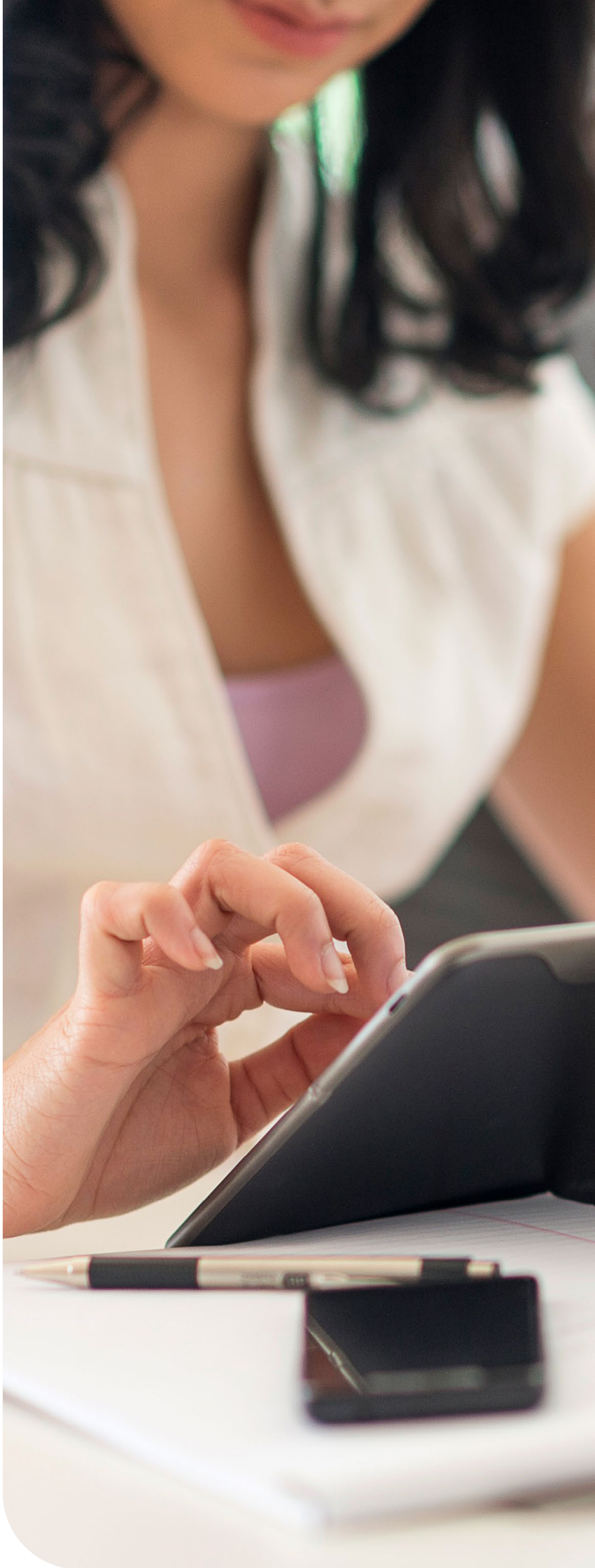
The first decision matters most

Every claim begins with an initial decision, and getting it right — or wrong — can influence every outcome that follows.

At first notice of loss (FNOL), a handler has to route and prioritize a claim quickly. Is this straightforward or complex? Low- or high-value? Routine or a candidate for fraud review? That early call sets the path for everything that follows: who handles the claim, how fast it moves, and how the customer experiences the process.

The difficulty is that the first decision usually happens with the least information. At FNOL, the full picture isn't available yet. Policy details, prior claims, supporting documents, and customer history exist somewhere in the enterprise, but they're not assembled and ready at the moment the handler needs them.

So, the most important decision is made with the least context. When that first call is wrong, the cost compounds. Misrouted claims get reworked. Complex losses sit in the wrong queue. Potential fraud advances while attention is elsewhere. And the customer is caught in the middle. Getting the first decision right depends on having the full picture immediately, not several handoffs later.



Why insurance teams chase information

The core problem isn't a lack of data. Insurers hold enormous volumes of it. The problem is that the data needed for a single decision lives in separate systems, so teams spend their time gathering and organizing rather than deciding.

A confident claims or underwriting decision usually depends on pulling together several strands of context:

Policy data
Coverage, terms, limits, and endorsements that define what applies.
01

Claims history
Prior losses and patterns that put the current claim in context.
02

Documents
Photos, reports, correspondence, and forms tied to the claim.
03

Customer records
The relationship, prior interactions, and account standing.
04

Fraud indicators
The flags and signals that determine the level of scrutiny.
05

The same problem exists across insurance

This isn't a claims-only challenge. The same pattern repeats wherever insurance decisions depend on assembled context. Two scenarios make it clear.

New business underwriting: Risk decisions are made before the full picture emerges

Underwriters need a complete view of applicant risk, prior losses, property characteristics, and third-party data before pricing and accepting coverage. In practice, that information often arrives from multiple sources at different times, forcing underwriters to spend valuable time assembling context before they can evaluate risk. The expertise required to assess risk is diverted to locating and validating information, delaying decisions for brokers and prospective customers and slowing revenue generation.

Renewal underwriting: Risk profiles get rebuilt every cycle

At renewal, underwriters need a current view of exposure, loss history, and changing risk. Too often, that profile has to be reconstructed from scratch each cycle, pulled together across policy, claims, and customer systems. The analytical work that requires real expertise waits on the mechanical work of assembling data, and every renewal repeats the effort. Operating costs increase while brokers and customers wait for decisions.

Across both, the pattern is identical: experts spend time rebuilding context instead of evaluating risk and the cost is paid repeatedly through slower decisions, higher operating expense, and delayed service for brokers and customers.

The cost of an incomplete picture

The cost of an incomplete picture rarely shows up as a single number. It's absorbed into daily work and accepted as normal. But it's real, and it compounds.

- **Longer cycle times.** Every decision that waits on data takes longer, from FNOL routing to renewal pricing.
- **More handoffs.** Incomplete context at the first step pushes claims and cases between teams, each handoff adding delay and risk.
- **More rework.** Decisions made on partial information get revisited, reopened, and corrected downstream.
- **Slower broker response.** When underwriters rebuild profiles by hand, brokers wait for answers, and responsiveness suffers in a relationship-driven market.
- **Delayed customer outcomes.** Behind every delay is a policyholder waiting for a claim to move or a renewal to resolve.

These costs build on one another. Slow, fragmented decisions create more handoffs, which create more rework, which extends cycle times and erodes the customer experience. For a regulated business where trust and speed both matter, that's an expensive pattern.

What happens when context is ready before the decision?

Now, consider the opposite condition. The information a decision requires is already connected, current, and trustworthy at the moment the handler or underwriter needs it. There's no search, reconciliation, or reconstruction required. The change isn't incremental. It reshapes how the work gets done and what the business achieves.

01

Faster claims routing.

With policy, history, and signals ready at FNOL, handlers route and prioritize correctly the first time.

02

Faster renewals.

When risk profiles are assembled and current, underwriters evaluate rather than rebuild, and cycles shorten.

03

Less manual validation.

When data can be trusted on arrival, the extra layers of checking fall away. Teams review by exception, not by default.

04

Easier audit and review.

Trusted, connected data carries its own trail, so showing how and why a decision was made becomes straightforward.

05

Better customer experience.

Remove the waiting, and policyholders experience an insurer that's responsive, accurate, and reliable.

The question that matters

Insurers don't lack data. For years, they've been collecting, storing, and governing data for years. What they lack is a complete, current, and trustworthy picture when a decision needs to be made. The question that determines outcomes is simple:

Do we have the information required to make the right decision right now?

That reframing shifts the focus from collecting data to using it effectively. The critical question is not how much data an insurer holds, but whether decision-makers have a complete, current, and trustworthy picture when decisions are made. That's what determines how claims are handled, risks are priced, and customers are served.

How Rocket® DataEdge™ fits in

Answering that question requires connecting the all the systems where critical insurance data lives. Claims, policy, customer, and mainframe systems of record contain the data needed to assess risk, serve customers, and process claims. Yet that data remains fragmented, it's value unavailable at the moment of decision.

Rocket® DataEdge™ bridges that gap. It connects, governs, and delivers data across mainframe, distributed, and cloud environments, giving handlers and underwriters a complete, current, and traceable picture when they need it, with governance, security, and control intact. The goal isn't to move data for its own sake. It's to make decision-ready information available where and when work happens.

If your teams spend more time assembling the picture than acting on it, that's the conversation worth having next. We'd welcome the chance to explore where trusted, connected data could make your most important decisions faster and more confident.sodales non.

Talk to an expert

About Rocket Software

Rocket Software is a global technology leader in modernization and a partner of choice that empowers the world's leading businesses on their modernization journeys, spanning core systems to the cloud. Trusted by over 12,500 customers and 750 partners, and with more than 3,200 global employees, Rocket Software enables customers to maximize their data, applications, and infrastructure to deliver critical services that power our modern world. Rocket Software is a privately held U.S. corporation headquartered in the Boston area with centers of excellence strategically located throughout North America, Europe, Asia and Australia. Rocket Software is a portfolio company of Bain Capital Private Equity.

Rocket® software

Modernization.
Without Disruption.™

Visit RocketSoftware.com

MAR-18686_Broch_DataEdge_WhatIfInsurance_V3