

Central Functions

Risk, Compliance & Finance Management **7**

Risk

Finance & Asset
Management

Compliance

HR

Other Central
Functions

Product Provider

Product Development

Actuarial

Products

Reinsurance

3

Customer & Channel Management



Phone

E-Mail/Postfach/E-Postbrief

Portal

Letter

Other Channels

1

4

5

Cross Channel
Management

Channel & Distributor
Management

Business Partner

Insurance Operations **2**

Policy Management
& Underwriting

Claims
Management **6**

IT

Software
Platform
Infrastructure

Ops Support

Output
Scanning/Indexing
In/Exkasso
Provisioning

Organizational
Management

- 1** Portal-Architekturen & Web-Implementierung
- 2** ABS-Entwicklung & Spartenmigration
- 3** Customer Intelligence
- 4** Versicherungsvertriebssteuerung & -controlling

- 5** DWH-Architekturen & -Systeme
- 6** Optimierung Schadenprozesse
- 7** Solvency II & wertorientiertes Risikomanagement