



SELF SERVICE POWERED BY UPPTEC OUTLOOK 2020

Power Shift from Insurer to Consumer



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2020 is not just another year, it's the start of a new decade - a crossroad for the insurance industry. It is the inevitable start of the great power shift from insurer to consumer, and the opportunity for leaders to change the winning formula for the future.

Self Service the New Normal

Now is the time for leaders to change perspective – from product to customer – and provide a consumer centric customer journey. Self Service is the new normal as the customer expects constant availability in their channel of choice. At any time, anywhere.

Trust and Transparency

Automation enables the new customer experience and provides availability and openness expected in the customer journey. Data driven and transparent customer experiences will not only be expected, but also strengthen the trust and credibility of the insurance industry.

The Future is Now

Thus we are indeed at the beginning of a new era, defined by customer expectations and ready for leaders to explore. Now is the time to act and start the transition to a customer centric experience that provides availability and transparency.

The customer voice is loud and clear and now it's up to you to respond with Self Service. Anytime. Anywhere. And in every way.

be the change



MAGNUS FRANCK, CEO UPPTTEC



About Upptec

Upptec provides the insurance industry with automated claim solutions for everything in a home with just valuations for all. Upptec combines experience from more than 10 years of digital claim valuation with specialized skills to help insurance companies improve their performance and create sustainable value for their stakeholders. Upptec drives innovation to lead the future success of the insurance industry.

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