



Oriental Insurance Company
Limited
Mumbai, India
www.orientalinsurance.nic.in

Industry:

Insurance

Employees:

16,000

Oracle Products & Services:

Oracle Database
Oracle Application Server
Oracle Forms and Report

Oracle Partner:



3i Infotech
www.3i-Infotech.com

“The integrated Premia and Oracle platform has provided us with the ability to streamline our business processes and become India’s premier insurance provider.” – Anil Kumar, General Manager, IT, Oriental Insurance Company

Oriental Insurance Company Cuts Report Production Time by 30 Days With Integrated System

Established in 1947, the Oriental Insurance Company provides general insurance services that cater for the urban and rural population across India through more than 1,000 offices and 23 regional centers. The company provides coverage for large corporate organizations and retail customers. In 2005, it started rollout of INLIAS (Integrated Non-Life Insurance Application Solution), a centralized insurance application, as part of an IT initiative to become India’s top insurance company. The branch offices use INLIAS to issue policies for 213 products.

Challenges

- Replace a legacy decentralized inhouse developed insurance system with a centralized platform that streamlines operations and improves customer service
- Facilitate faster risk analysis, and cut processing time for policies, claims, and renewals
- Leverage centralized architecture to speed up the delivery of financial reports from branch offices to headquarters

Solution

- Engaged Oracle Partner 3i Infotech to deliver a customized Premia 10 insurance application, which runs on Oracle Database 10g and Oracle Application Server
- Enabled the company to issue around 35,000 policies and 64,000 transactions per day
- Provided a system that handled to 6,600 concurrent users during peak hours
- Enabled the company to develop customized reports with Oracle Forms and Oracle Reports
- Reduced document processing time for policies, claims, and renewals
- Enabled a portal that allows people to apply for insurance policies online