



Progreso Compañía de Seguros S.A. (PROSEGUROS)
Santo Domingo, Dominican Republic
www.proseguros.com.do

Industry:

Insurance

Annual Revenue:

US\$60 million

Employees:

208

Oracle Products & Services:

Oracle Database Enterprise Edition 11g Release 2
Oracle Beehive
Oracle Beehive Messaging
Oracle Beehive Team Collaboration
Oracle Beehive Voicemail
Oracle Enterprise Single Sign-On Suite
Oracle Secure Backup
Oracle Enterprise Manager

Oracle Partner:

Entrust
www.entrust.com

“Oracle Beehive has given us a competitive edge by providing our sales executives and brokers with the tools they need to operate efficiently and spend more time with their customers—ultimately improving our operational efficiency by 80%.” – José Bolívar García, IT Director, Progreso Compañía de Seguros S.A. (PROSEGUROS)

Progreso Compañía de Seguros S.A. Provides Remote Data Access and Boosts Operational Efficiency by 80%

Progreso Compañía de Seguros S.A. (PROSEGUROS) is an insurance company established in the Dominican Republic as a result of the 2002 merger between Sudamericana de Seguros S. A. and Británica de Seguros S. A. The company has nine branches and ranks among the top four insurers in the country.

Challenges

- Establish a secure, high-availability information system to facilitate communication and support the daily activities of insurance brokers and sales executives with their customers
- Develop an effective e-mail and mobile phone system, integrating electronic schedules and customer information to avoid unnecessary travel by sales executives and brokers
- Provide Web-based, self-service capabilities to brokers and sales executives, so they can consult up-to-date account information to improve the company’s operating efficiency

Solution

- Worked with Oracle Partner Entrust to implement a system to provide continuous and reliable information, supporting the daily activities of PROSEGURO’s 60 sales agents and insurance brokers
- Used Oracle Beehive to integrate mobile telephone services and e-mail enhancing collaboration and synergy between brokers and sales executives, as well as with PROSEGURO’s offices and customers
- Saved sales executives and brokers up to four hours in travel time per day by granting remote access for their daily activity schedules
- Provided brokers and sales executives online self-service capabilities—enabling them to consult account statements, claims status, and policy payment procedures—improving the company’s operational efficiency by 80%
- Implemented Oracle Single Sign-On Suite to ensure secure access to sensitive data and provide a single key to simplify users’ access to the system