



**Faktor-  
IPO**  
Insurance Portal

**PORTAL SERVICES**

Self-service for customers and agents

**F10**



## WHY USE FAKTOR-IPO?

The Faktor-IPO end customer portal helps you to get satisfied customers who will recommend your company to others, because your customers can easily report concerns and track their processing. With Faktor-IPO, your customers always have contracts, processes and documents at their fingertips across all end devices, so that queries can be avoided. Thanks to the high data quality of the processes started, you can increase the rate of automated processing and achieve shorter run times.

Together with the option of exchanging documents via the portal, there is great potential for your company to save process costs. You can extend the dialogs provided as samples or even replace them with your own. Flexible interfaces enable easy integration into your process machine and its data pool. The modern and flexible architecture of Faktor-IPO allows some components of the software to be reused for an agent portal variant or other portals.



## ADVANTAGES OF FAKTOR-IPO?

### For your business users

- Validation of data on new requests reduces queries and allows a high degree of automated processing
- Delivering documents via the portal saves time, printing and mailing costs
- Activation of coverage for situational products with one click
- Simple, fast and transparent processes create satisfied customers who will recommend your company to others
- Expandable to an agent portal thanks to modern architecture

### For your development department

- Cloud ready: The portal is scalable due to the stateless Java backend with Spring Boot
- Angular frontend is exchangeable if required
- Any existing portfolio management systems can be easily connected via existing interfaces
- Integrations in all software components of Faktor Zehn are prefabricated
- "Data protection by design": The portal does not store any data worthy of protection, but retrieves it as needed

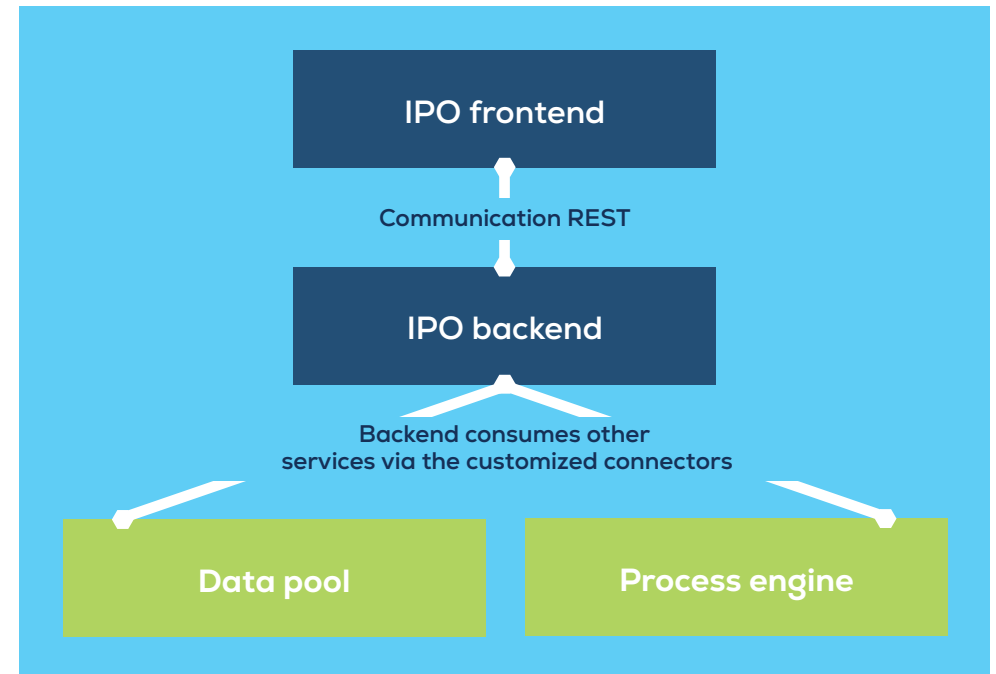


## CORE FUNCTION OVERVIEW

Accessible across devices	Comprehensive information	Defined processes for customers
Free exchange of documents	Modern customer dialog	Increase cross/ up-selling potential
New options for customer retention	Facilitated integration	Diverse customizing possible



## WHAT TECHNOLOGY IS BEHIND IT?



- Backend 100% Java
- Frontend with Angular responsive design - also suitable for smartphones
- The backend REST services allow the frontend to be exchanged
- The integration of an external user administration is prepared
- Prefabricated interfaces for integration into the redundant data pool, the process engine or comparable services

Faktor Zehn GmbH is specialist for the IT in the insurance industry. As a software company, Faktor Zehn offers solutions for the insurance industry based on a modern Java architecture. As part of the Convista Group, the company benefits from an international network of experts and the experience gained from more than 350 internationally successful projects. More about Faktor-IPO at [www.faktorzehn.com](http://www.faktorzehn.com)



**Peter Stracke**

[peter.stracke@faktorzehn.de](mailto:peter.stracke@faktorzehn.de)

+49 151 582 566 39