SDK & API

Solutions for InsurTech

In our first InsurTech solutions eGuide, we covered the potential disconnect between market expectations and current operations. Part two highlighted the need for best-fit technologies to help InsurTech firms establish solid solution foundations.

In our third and final InsurTech eGuide, we're taking a look at innovative software development kits (SDKs) and application programming interfaces (APIs) that can help InsurTech companies build applications that help their clients improve performance, increase accuracy, and enhance customer satisfaction.

Let's dive in.

PrizmDoc Viewer:
Powerful HTML5 Document Viewing

InsurTech applications have revolutionized the way insurance companies capture key data and quickly deliver policy decisions. But as document types diversify and customer expectations evolve, many firms find themselves facing a new challenge: collaboration.

Insurance companies need the ability to share, edit, and annotate key documents as quickly as possible. Rather than relying upon familiar but poorly secured frameworks like email to share and collaborate on documents, firms can instead replace multiple applications with more comprehensive InsurTech software. In order to deliver on its potential, however, that software needs the document viewing and conversion capabilities to make it worthwhile to replace legacy solutions.

Accusoft's PrizmDoc Viewer offers an alternative: a full-featured HTML5 viewer that lets developers deliver best-in-class functionality to users without increasing complexity or security risk. By leveraging a continually-updated set of REST APIs, PrizmDoc Viewer makes it possible for insurance professionals to access responsive file viewing without the need to download plugins or open additional applications.

Viewing

PrizmDoc Viewer enables your end users to display a wide variety of file formats without the need to download sensitive files or open a third-party application. The HTML5 viewer integrates seamlessly into InsurTech software and offers extensive configuration and UI options.

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Conversion

While clients and partners may submit files in a host of format types, most insurance firms have a preference for specific format frameworks. PrizmDoc Viewer makes it easy to convert numerous file types into easily-managed formats including PDF, TIFF, PNG, JPEG, and SVG.

OCR

Insurance firms often need to process a variety of image-based documents submitted as part of a claim. Since the text exists in image format, InsurTech applications need some way of reading and converting the scanned contents into an editable text file or searchable PDF. PrizmDoc Viewer's optical character recognition (OCR) capabilities allow users to detect and extract text from raster documents and export it into a more manageable form.

Annotation

Digital markups make it possible for InsurTech developers to deliver on the promise of rapid policy revisions or claims decisions. PrizmDoc Viewer empowers collaboration with a full-featured annotation API that allows staff to add key markups including comments, highlights, arrows, and stamps while simultaneously maintaining the integrity of the original file.

Redaction

Not all data needs to be shared — failure to protect the personally identifiable information (PII) of insurance customers could lead to regulatory non-compliance and potential operational penalties. As a result, InsurTech applications must be able to quickly and securely redact key data to protect it from unauthorized viewers. PrizmDoc Viewer makes this possible with the ability to redact by text selection, rectangle, or full page for maximum protection and customization.

eSignature

The ability to digitally sign and date documents helps drive the InsurTech advantage. Clients can quickly and easily connect with companies for policy quotes and claims processes without the need for physical interaction. PrizmDoc Viewer's powerful eSignature tools allow companies to securely sign and date documents and save specific signatures for use across multiple documents and browser sessions.

PrizmDoc Editor:
Enhanced Contract Automation and Document Editing

While robust document viewing offers a solid starting point, secure document editing and assembly is critical for InsurTech developers to capitalize on the impact of industry disruption. This is especially relevant as the volume and velocity of documents handled by insurance organizations has increased exponentially. For most firms, however, Microsoft Word is still the software of choice for creating and editing documents. That means InsurTech applications need to be able to manage DOCX files if they're going to be adopted throughout the industry.
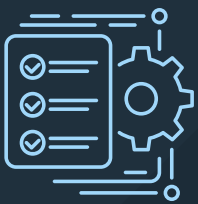
Accusoft's PrizmDoc Editor provides an in-browser document creation tool that easily integrates into current SaaS or on-premise web workflows using advanced REST APIs to provide the ability to compile, edit, and customize documents on-demand.

Document Assembly and Editing

Many InsurTech applications are built to gather data and utilize powerful machine learning tools to search that information, but they often lack the document automation tools to programmatically insert it where it needs to go. PrizmDoc Editor's document assembly capabilities allow developers to insert clauses, client information, and commonly used language into editable templates, all before a single person lays eyes on the document. This automation not only means contracts can be prepared much more quickly, but also reduces the costly risks associated with human error.

PrizmDoc Editor also delivers DOCX editing on-demand without the need for proprietary Word environments or Google Docs dependencies to keep document editing in-house. That also means keeping the document within a secure application rather than granting access to external platforms. This is critical for insurance firms facing strict regulatory constraints regarding personal data.

Seamless Integration

PrizmDoc Editor is fully customizable to ensure streamlined, while-label operations. The UI can be easily modified to match existing application interfaces and toolbars can be customized to reflect common user requirements. By keeping the document editing process within a familiar and functional UI environment, InsurTech developers can reduce friction and increase customer adoption rates.

With the PrizmDoc Editor running as a Docker container, deployment is easy. Any dockerized host supports full editor functionality. This also empowers ease of management since IT staff have full control over their docker deployment and how it connects to other InsurTech functions. Thanks to PrizmDoc Editor's REST APIs, development teams can quickly and seamlessly carry out the integration without the need to disrupt existing solutions or services.

FormSuite for Structured Forms:
Superior Forms Processing

ACORD insurance forms have been the de facto industry standard for decades. Leveraging a regulated, updated repository of common insurance documents makes it easier for staff and clients alike to find applicable form templates, rather than creating new versions from scratch.

But despite the increasing ubiquity and use of digital ACORD forms, minor variations remain. In some cases, this is represented by client data captured divergently across generally similar documents. In others, it may take the form of minor differences in the placement of data fields across standard templates. Some companies also use their own proprietary forms in addition to ACORD forms, so applications need to be flexible enough to accommodate multiple form types.

Regardless, InsurTech developers looking to help their customers streamline the standardized forms capture process while also increasing accuracy and efficiency can begin by ramping up their applications' form recognition and imaging capabilities. By automating key forms processing tasks, they can reduce the risk of manual error and greatly improve overall workflow volumes.

Accusoft's FormSuite for Structured Forms can help developers solve key data capture challenges within their InsurTech applications.

Robust Data Capture and Form Recognition

Capturing more data automatically reduces the risk of manual error. FormSuite for Structured Forms is capable of extracting data in any structured form to streamline processing, from typed phone number fields to signatures, filled-in bubbles, and hand-printed text fields. Recognizing and automatically matching forms to predefined templates helps deliver enhanced performance over time. FormSuite for Structured Forms makes it possible to build multi-template sets that don't require pre-process sorting and also includes the ability to identify and align forms even if they're rotated, skewed, or scaled.

Advanced OCR, Precision ICR, and Adaptable OMR

Optical character recognition (OCR) is a key component of data capture. Accusoft's industry-leading OCR operations allow FormSuite for Structured Forms to accelerate forms processing and provide staff more time to work on other mission-critical tasks. Intelligent character recognition (ICR) is critical for capturing hand-printed data quickly and accurately without requiring constant manual oversight. Optical mark recognition (OMR) also empowers the detection and capture of data including signatures, bubble fields, and checkboxes.

Image Cleanup

Not all images are created equal. In some cases, client documents contain physical issues such as smudge marks or creases, while others are subject to issues during the digital transformation process. In both cases, automatic image cleanup and enhancement helps improve recognition and enhance accuracy.

ImageGear:

Versatile File Conversion and Image Processing

File management is a critical feature of successful InsurTech applications. That's because insurance companies are constantly managing an assortment of scanned and emailed documents that could be in any number of formats. Firms need solutions capable of converting these various files into searchable text format, allowing them to be easily incorporated into automated workflows or exported into PDF format for easy sharing with collaborators.

Accusoft's ImageGear SDK delivers robust conversion capabilities along with powerful image processing functionality that allows it to clean up damaged, misaligned, and noisy images for more accurate OCR readings.
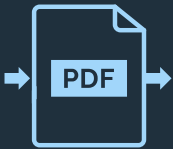
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Multiple File Format Support

With conversion capabilities covering multiple common and uncommon file types, ImageGear makes document conversion convenient and secure. From Bitmap to DOCX, JPEG 2000 to PDF, and SVG to TIFF, ImageGear allows InsurTech applications to read, scan, and manage whatever file type they encounter.

OCR Processing

ImageGear's powerful OCR engine supports a wide range of languages from around the world and uses confidence levels to measure recognition accuracy. Scanned text can be exported into text-only or PDF format for easy collaboration. ImageGear's pre-processing tools ensure that images are cleaned-up and aligned prior to OCR scanning for the most accurate processing possible.

PDF Conversion

Quickly and easily convert to or from PDFs, depending on the needs of users and the security requirements of converted documents. Developers can also give their applications the ability to merge multiple PDFs into a single document, split PDFs into separate documents, remove or add pages, and rearrange pages within a PDF.

PDF Signature and Security

Security remains a critical advantage of PDFs when effectively implemented. ImageGear PDF allows admin users to set or change document access permissions, encryption type, content encrypted, and passwords. Developers can also add approval and certification signatures to mark and protect the integrity of PDF documents within InsurTech applications.

PDF Comparison

The standalone nature of PDFs often frustrates efforts at quick comparison. With ImageGear PDF's compare feature, users can easily compare the text and image contents of two documents, then save a new document that contains changes highlighted as markup.

As the insurance industry rapidly evolves, it's critical for InsurTech developers to address the growing gap between existing applications and emerging expectations. By leveraging the power of APIs and SDKs, you can build applications that deliver insurance solutions that are more agile, adaptable, and accurate to help insurance companies streamline their operations and enhance their customer experience.

Ready to take your InsurTech applications to the next level? Expand your software capabilities today with next-gen APIs and SDKs from Accusoft.

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