

Asynchrony Solutions helps major insurance company comply with USDA's electronic-signature guidelines

GAIC AGRIBUSINESS DIVISION MEETS TIGHT COMPLIANCE DEADLINE

CLIENT CHALLENGE

The AgriBusiness Division of Great American Insurance Group needed to convert its online federal crop insurance program processes from a PDF read-only, downloadable format to an electronically-submitted vehicle. New functionality included interactive authentication, electronic-signature capabilities and trigger-workflow processes to complete the insurance transaction. The conversion had to take place within a tight deadline in order to meet immediate compliance requirements.

ASYNCHRONY APPROACH

The solution included converting PDF forms to XSLT stylesheets that would transform dynamically provided XML data into HTML documents viewable by a browser over the company's secure site.

Customers now log into the site to verify their identity, making it possible to "sign" the form electronically. Responses to those forms trigger workflow processes that provide automatic notification with immediate checkpoint and approve-and-reject capabilities at the agent level. The form is secured with an authentication key exactly as it is submitted. The form's validity can be verified at any time.

In the future, customers will be able to personally initiate a process by which forms

can be automatically pre-populated from the company database for their electronic signature. Insurance agents can also initiate this process, inserting additional customized data online, if needed, and emailing the completed form to customers for electronic signature. It will also allow forms to be saved in formats other than HTML if desired, such as PDF or plain text.

“ THIS NEW FORMAT NEEDED TO PROVIDE INTERACTIVE AUTHENTICATION AND ELECTRONIC SIGNATURE CAPABILITIES AND TRIGGER WORKFLOW PROCESSES TO COMPLETE THE INSURANCE TRANSACTION. ”

RESULTS

Asynchrony Solutions developed a methodology and created core components, allowing the client to convert any PDF form to an electronic format that can be submitted over the Internet, authenticated by login for verification and electronically "signed"

for approval. Asynchrony Solutions quick response and effective solution enabled GAIC to comply with requirements with negligible downtime and minimal lost business.

CLIENT POINT OF CONTACT

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