Conclusion

# **7.1 Introduction**

In this final chapter of the project report, an overall summary of the development of the system is discussed. In addition to that several ideas for future enhancement of the system are suggested in order to make the system more effective. Learnings and experiences gathered by completing this development project are discussed at last in the authors note.

# **7.2 System Summary**

Tablet PC based Mobile Vehicle Claiming System is a solution for automating the insurance claiming process through a smart tablet pc. The overall system was developed in general for insurance companies without targeting a specific company. The current process is conducted manually by writing the claim information on a document. Later it is entered on the database at the Head Office. The longstanding system had a few drawbacks such as claiming officers had to take guesses of the prices of the vehicle components most of the time and the system was open to foul play. A complete automation of the system and instant communication online was the solution provided by the TBMVCS solution.

The insurance claiming agent visits the accident location and login to the tab application in the solution. It will let him the full real time access to the company database proving access to all the details such as about policy, customer, vehicle, spare parts and so on. Then he can fill out the form from the tab application and instantly submit it to the database with attaching images as well. The claiming agent need not have to do guessing work or calculations behind the customer. The system is done so that the customer would not get a low evaluation for the insurance claim and the company wouldn’t lose much due to over evaluation. The agent is allowed to work more independently and without the hassle of carrying documents when traveling in motor bikes.

The solution definitely profits the company because it reduces time and the cost involved in over evaluating claiming amounts. It also gives an advantage in monitoring the activities and whereabouts of their agents who are scattered across the country. This relieves the burden on the management and the management could be centralized in the head office

# **7.3 Future Enhancement**

It gave me a great pleasure, because as a developer I was successful enough to meet the requirements of the users and I was also able to develop a successful system prototype which was accepted by majority of users. Though it was able to fulfill the current requirements, it doesn’t mean that we are not in a position to improve the solution further. With all the undergraduate academic works and industrial training as the product owner and the developer I needed to keep the scope to a manageable level because of time constrains and cost constraints mainly thus limiting the system functionalities. But with the improvements in the technology there are so many enhancements which can be integrated to the solution which few of them are explained below.

**Introduce easy claim pay system**

A module can be integrated to the solution for sending the claim amount to the customers’ bank account through the system automatically once it is approved. In the current developed version all the claim is submitted through the system money still have to be manually handed over to the client. As a future enhancement that step also can be automated.

**Introduce navigational facilities**

When an accident happens although the client can report it along with the location through the smartphone app it will only visible on the map for ground office staff who will handle the incoming alerts. As an upgrade it can be implemented such that requests will be [processed and sent it to the claim agent who is nearest to the accident location automatically. Then in the tab application the request will be processed and provide GPS navigation to reach the accident location.

**Integrating the system with current HR systems**

In the current solution only the basic information are stored about the employees. By integrating this with the company’s current HR system, company can evaluate the activities done by claim agents separately and take them into consideration when offering year end promotions and bonuses.

**Introduce the API for vehicle spare part prices**

Vehicle spare par prices will change constantly. It will be much more easier if a web API can be developed and integrate it with the new solution to automatically update all the spare part prices regularly which will save time.

# **7.4 Authors Conclusion**

From the initial discussions with some insurance companies I knew that the system was going to be very complicated due to the volume of data that would be involved in the process of developing the software. It will be more complex when developing 3 kinds of applications which are different to each other. It was a challenge for me to learn all the development platforms which kept me motivated to produce a successful solution while learning lot of things. It made the project highly interesting and I believe I ended up having a better product than I intended to have. In developing the software had a very precise concentration on using object oriented concepts to the core. The system was very successful at the implementation and a lot of encouragement was given to me by the Insurance Company as well as my supervisor.

I was able to collect vast amount of knowledge and experiences on various matter throughout this project. Since this my last project of my degree I wanted to use all my knowledge that I gained from different subject areas. This project helped me to put all the theoretical knowledge which I learnt in my university academics to practice. Especially areas like agile development, user experience, data base management, object oriented programming concepts and so many other things. Since the project scope included a web application tab application, smartphone application and a web service it helped me to get in depth idea about those technologies.

This project not only helped to improve my knowledge on technology jargon but also it helped me to improve my research skills and analytical skills as well. I was a great experiences to conduct real time interviews , questionnaire sessions and as an undergraduate and I was able to experience real time difficulties of conducting those sessions with real staff members and customers. It also helped me to prepare an effective questionnaires and interview questions. This project also helped me to learn the real meaning of punctuality, time management and patience.

One of the most important lesson I learnt in the development of the project is that serious discipline and methodical work planning is needed to finish a project. The beginning of the project was a clueless time period in which I did not know where to start and whom to talk to. But with the continuous encouragement from the supervisor I was put to the right track. After I started my industrial training development was considerably sped up because of the coding techniques and practices that I learnt.

I would also happy to say that I was fortunate enough to gain in depth knowledge about the insurance industry too.

# **7.5 Summary**

The final chapter is the conclusion on the whole of the project. The conclusion is that this was successful in attaining its objectives and ready to use with a few more modifications and enhancements. I have given my own experience in the author’s note and what was my learning outcome of this project.