



iRisk Insurance Broker Application Proposal

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Project Overview

IRisk Insurance Broker App is an insurance intermediary software designed to meet the needs of insurance intermediaries - agents and brokers. This document outlines the aim, scope and pricing for the installation of the IRisk Insurance Broker App.

Aim

The goal of the project is to develop a web-based platform that simplifies the search and management of your clients, policies, objects and payments. It will also handle sales workflow (proposal, acceptance, policy, payment) and make it easy for salespersons to interact with clients. Specifically, the platform must address the needs of the following intended users:

- Brokers: Ability to create and post policies, view policies of customers and contact potential customers.
- Sales Agents: need 1) a branded portal through which their customers can order for policies; 2) the ability to review and provide feedback on customer' quotations;
- Broker admins: Ability to manage the access of the various actors to the platform, e.g. automated renewal process for standard products.

Scope

This document covers the proposal of the IRisk Insurance Broker App. It only covers a provision for a web-based platform and not other device platforms such as mobile phones (i.e. native mobile applications) or desktops. A provision for the latter platforms will be captured in another document as needed. The rest of the document provides more information on the software development plan including milestones and cost for the application.

Our Process

Design

We apply the Human Centered Design (HCD) principles for our design approach. HCD ensures that the needs of the intended users are central to what we build.

Development

We use the Agile methodology for development. This allows for an iterative development process where you, the client, will have access to functional builds of the application after each feature is implemented and can participate in a continual feedback loop to ensure that application meets your expectations, even as they change.

Software Development

Architecture

We employ the Web-Oriented Architecture. This architecture ensures the scalability of the application and minimizes the work needed to implement IRisk Insurance Broker App on other platforms (e.g. mobile).

Hardware

As a web-based application, availability is key so the application will be hosted in the cloud or locally. Recommendation is to have test and production servers with periodic back-ups to storage services like Amazon S3 or Glacier.

Software

IRisk Insurance Broker App is designed to run on modern browsers. The front-end is HTML5, CSS and JavaScript. The backend is Laravel and data is stored in a MySQL database. The technologies are open source, thoroughly tested and proven worldwide. We use Github as the code repository.

Testing and Deployment

We use continuous integration methods to manage the testing and deployment of our applications. The application if customised will be deployed to a test server where a tester will validate the newly added features. After quality checks, the application will be deployed to a production server. As such, the test server will always have the latest version of the application and the production server will have the most stable version of the application.

Documentation and Support

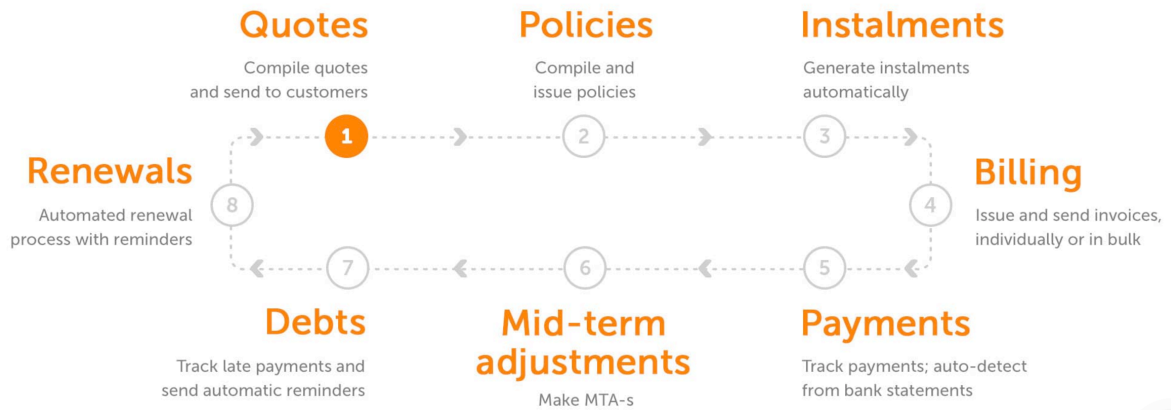
The documents provided will be as follows: 1) documentation on system architecture and functionality and 2) use and operation documentation for system administrators. After the final delivery of the application, we will provide two (2) months of free support covering existing feature set. After the two (2) month period, technical support will be provided for a fee.

Risks

A compatibility risk exists due to using older version of browsers (e.g. IE 6). This may diminish the user experience. We will minimize both risks by simplifying interaction modalities so they can be implemented on older browsers .

Core Features

Full-Featured Policy Administration



Easy to use Interface

Search and manage your clients, policies, objects and payments. Sales workflow (proposal, acceptance, policy, payment) is made very easy for client and for salesperson.

Payments

Input payments manually or detect in bulk from uploaded bank statements

Debt Management

Detect unpaid invoices and send reminders automatically

Insurance Products Creation

Configure insurance products with custom data fields

Policies Management

Create and administer policies with installment schedules, claims, associated documents and more

Customer Management

Locate any customer in seconds, and view all their coverage and other data in a single panel

Invoicing

Generate and send professional looking customized invoices, individually or in bulk

Business Intelligence Insights

Dozens of automatically generated reports on customers, sales, billing and more

Performance Dashboard

Visually track your business's growth

Insurer Reports (Bordereaux)

Hours of tedious and error-prone work reduced to an automatically handled task

Reporting Management

Reporting Management features allow you to track, cross-sell and up-sell for more efficient customer retention and servicing. You can monitor your sales; easily manage insurer reports and commission.

Accounting & Billing Management

Accounting & Billing Management is simple. Receiving payments and supervising all monetary transactions can be organized easily. This will be handled with integration with **QuickBooks** Accounting Software

- Automatic invoicing and e-mailing
- Complex invoice creation with multiple insurance products on one invoice
- Automatic payment mapping with invoices
- Insurer premium mapping and payment management

Renewal management

Renewal Management Feature automatic reminders on our dashboard help you to start the renewal process on time, making sure that all policies will be renewed. IRisk Insurance Broker App will also include fully automated renewal process for standard products.

Document management

We keep all policies, objects related documents and photos, so you can access them at any time.

Reporting for Customization

Development Process

We follow the Agile methodology, which is depicted in Figure 1 below. Feature development is broken into phases called Sprints. After each Sprint, you will have access to a usable version of the application giving you an early feel of the application and the opportunity to give feedback on features as they are being developed.



Figure 1: Agile Development Process

Feature acceptance

After testing, you will be asked to accept the feature. If you approve, the feature will be released to the production system. If a fault is found, the feature goes back into the development queue.

New features

If new features are required, they will be analyzed, defined and the number of hours required would be submitted to the client. Upon approval, the new feature will be scheduled for development.

Reporting and Communication Protocol

To keep you abreast with the development, a report of completed tasks will be sent to you via email each week. Additionally, if convenient for you, we will hold a weekly update meeting to discuss upcoming features and other topics of concern to you. Lastly, a point of contact will be assigned to you who will be available via email or phone to directly answer any questions you have.

Pricing

Development Fee

Open for discussion.

Other Costs

There are operational expenses associated with running a web-based service. These will be borne by the client.

- Private Code Repository (**optional**): USD 7 / month
- Server hosting (per server) (**optional if hosted locally**): USD 20 / month *
- Back up service (**optional, but highly recommended**): USD 0.0300 per GB / month *
- SSL certificate (**optional**): USD 37 / year
- Domain name: USD 11 / year (can be lower in some cases) (**optional if hosted locally**) *
- Ongoing support (optional if IT department has skill set to manage): negotiable.

Payment Terms

We propose the following payment terms:

- 25% of agreed price paid on acceptance of this proposal and signing of our software agreement
- 35% of agreed price paid at completion of setup and user testing
- 35% paid at completion of training.
- 5% paid at completion of user manual and documentation
- If at any point the client/developer decides to part ways, they will only be liable to pay up to the last payment milestone that was accepted. **The payment terms are open for negotiation.**

Contact Us

If you would like to proceed with our proposal or you want to discuss the quote or request more information, you can get in touch with us in any of the below ways:

By Phone: +233.541.448.708

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