

Communicating insurance-related issues within administration's departments

Summary

Profile type	Company's country	POD reference
Technology request	Spain	TRES20230919003
Profile status	Type of partnership	Targeted countries
PUBLISHED	Commercial agreement with technical assistance	• World
Contact Person	Term of validity	Last update
Barbara ANDREANI	19 Sep 2023 18 Sep 2024	19 Sep 2023

General Information

Short summary

Organization from Biscay (north of Spain) has launched an open-innovation challenge: to improve communication between administration departments where incidents subject to coverage occur for insurance policies taken out by the Provincial Council of Biscay.

The type of cooperation envisaged is that of a commercial agreement with technical assistance

Full description

This is a non-profit organization created by the Provincial Council of Biscay. Its main aim is that of modernising municipal councils with the incorporation of new technologies. In short, they want to attract technological innovation to the local administration.

For this purpose, they work hand in hand with the different departments of the Council. In this case, they help them manage the various insurance policies (civil liability, damages, etc), acting as an intermediary between the departments and the insurance broker.

All the departments send their queries to this legal framework and insurance section. The information comes in different formats and channels: telephone, insurance mailbox, e-mails from staff...

For this task, the department has a document manager where it manually enters the documentation transferred by

other divisions. However, there is no tool for recording the conversations, the moment they take place, the response provided... So, there is no traceability of the interactions with the different departments of the Provincial Council.

Consequently, information on the different interactions can be greatly improved by means of technology. Furthermore, team efficiency will increase, workloads reduced and the traceability of information guaranteed. Above all, communication between departments will surely be enhanced.

The sub-challenges involved are:

- Collect and structure information with a holistic vision,
- Ensure chronological traceability of communications and data/changes made by different users and departments (with different permission / roles),
- Facilitate the search for the content of previously collected and structured communication and information.

In order to make the insurance team more efficient and reduce workloads, we seek solutions that make it possible to:

- Collect interactions with departments in a simple and organized manner,
- Request information from the departments in such a way that there is traceability of the request and of the documentation provided,
- Easily consult all the information / interactions collected and filtering by file, date, department, type of policy ...
- Show part of this information to the departments and the intermediary so that follow-up information can be consulted.

This is an open-innovation challenge that involves the undertaking of a pilot project. Those interested in participating will have to submit their proposal via a platform link that will be provided upon generating an expression of interest. The link contains likewise further info and indications on how to proceed.

Deadline: 31/10/23

The envisaged type of cooperation is a commercial agreement with technical assistance

Advantages and innovations

Technical specification or expertise sought

Digital solutions are sought by unconventional partners such as start-ups, scale-ups, technological SMEs involved in the ICT field. A clear value proposal relevant to the challenge is expected.

The prospective partner must be a specialist in bespoke software / app design / development. They must also provide maintenance and support services. Most important of all, they are required to work on a trust and effective cooperation basis.

Stage of development

Sustainable Development goals

- **Goal 9: Industry, Innovation and Infrastructure**

IPR Status

Partner Sought

Expected role of the partner

The partner must come from the ICT field and therefore, must provide a digital technological and market-oriented tool. It must also be user-friendly (different levels of digital skills), simple, scalable, easily adoptable and implemented. The solution must be integrable with existing systems and with all parties involved in the process.

Experience with the administration will be highly valued

Type of partnership

Commercial agreement with technical assistance

Type and size of the partner

- **SME <=10**
- **SME 50 - 249**
- **SME 11-49**
- **Other**

Dissemination

Technology keywords

- **01003022 - Smart Appliances**
- **01004005 - e-Government**
- **01003021 - Remote Control**
- **01003006 - Computer Software**

Market keywords

- **02006007 - Databases and on-line information services**
- **02006005 - Big data management**
- **02007007 - Applications software**
- **02007004 - Program development tools/languages**
- **01006004 - Communications services**

Targeted countries

- **World**

Sector groups involved