



# Aquarium remotely implements platform for Auto & General

## About Auto & General:

With more than 35 years of global insurance expertise, Auto & General has established a reputation for creating and delivering innovative direct-to-market insurance solutions in Australia. The insurer is part of the international BHL Group of companies headquartered in the UK, providing insurance to more than 10 million customers around the world.

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## The Challenge:

Despite being a well-established car, home and travel insurance provider in the Australian general insurance market, entering the pet insurance sector was new territory for Auto & General. The team had valuable pet expertise, yet the core policy and claims systems used did not support the pet line of business. To achieve the company's goals for the pet business, Auto & General needed a solution that would provide customers with a tailored experience when purchasing or managing a pet policy coupled with a quick and easy claims journey.

After an extensive search across the market including an internal build option, Auto & General appointed Aquarium for the deployment of its pet insurance platform. Aquarium's expertise in the pet space and its delivery track record meant that Auto & General could successfully provide customers with the best platform available for managing pet insurance policies and at the lowest possible risk to the business.

## The Solution:

Aquarium's "pet-insurance-in-a-box" solution has provided Auto & General with the key features needed to operate a pet insurance business including product design, rating, quote and policy binding, premium collections, policy renewals and claim payments.

The solution has enabled Auto & General to bring a pet insurance product to market quickly and effectively. The solution provides customers with new business quotes, while claim assessments are automated with much of the granular manual data-entry eliminated by Aquarium's novel machine learning technology.

Despite the travel restrictions this year, Aquarium has been able to remotely deploy the platform from the UK and in record time.

## The Result:

As Aquarium's cloud-based solution can be deployed remotely, Auto & General was able to go-live on time and on budget. The company now has the solution in place to become a serious contender in the Australian pet insurance market both via its core Budget Direct offering and portfolio of white-labelled partner brands.

### **Gillian Willemse Project Manager, Auto & General:**

"We are incredibly impressed by many aspects of the project including: the core system functionality; the on-time delivery of the sprints, in accordance with the project plan; the agreed functionality being delivered within the agreed budget: the professionalism of your team, coupled with the team's politeness. The way in which Aquarium has managed to deliver this project, in what was a tight time frame, is remarkable - particularly under the coronavirus restrictions, which resulted in the implementation being done remotely."

### **Patricia Kleinhans General Manager, Pet Health Insurance:**

"The team at Aquarium are extremely professional and have been a pleasure to work with. They understand our business requirements and have worked very well with our team to deliver a great solution. We look forward to building our relationship in the near future."



## **Aquarium view:**

“Having found ourselves in a position we never anticipated this year, we’re immensely proud to have partnered with Auto & General in the swift implementation of our platform. Aquarium is focused on becoming a global supplier to the pet insurance sector and this deployment is an important step on that journey. Everyone here is really delighted by the result.

We are honoured to have worked with Auto & General and look forward to seeing what the company achieves next. Deploying Aquarium at pace and remotely has given us the confidence to continue to press forward with our global strategy and we look forward to replicating the success we have achieved with Auto & General with other future clients around the world.”

**Mark Colonnese**  
**Product Marketing Director, Aquarium Software**