



MC Workflow

NN Insurance Belgium



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MC Workflow Implementation for Enhanced Servicing of NN Products via Broker Channel.

D-Finite is currently undertaking a focused initiative to refine the MC Workflow, optimizing the servicing process for NN products distributed through the Broker channel.

Having successfully implemented Case Management for ING products, our approach is to extend and adapt this system to meet the specific complexities associated with NN products. This ensures a nuanced and efficient servicing process tailored to the business requirements. As part of this initiative, we are integrating the MC Workflow seamlessly with a custom Engage portal specifically designed for sales. The objective is to create a cohesive alignment between sales processes and service operations, enhancing overall workflow efficiency. Recognizing the external management of business logic, our strategy involves the use of API integration to seamlessly incorporate it into the workflow. This ensures a unified and optimized Salesforce implementation.

