TELUS® Digital

Insurance modernization *accelerator* built on Salesforce Core

Delivering scalable, end-to-end insurance journeys on Salesforce

TELUS Digital partners directly with Salesforce to deliver advanced solutions that accelerate modernization across the full insurance lifecycle. Our modern insurance architecture provides a stable, production-ready framework for quoting, rating, servicing, and claims built entirely on Salesforce, without external rating engines or heavy custom code.

This blueprint delivers modern functionality for commercial property, auto insurance, pet insurance, and employee group benefits—designed to scale with your business and aligned with Salesforce best practices.

Faster outcomes with a **scalable** foundation

Faster, more efficient quoting	Improved rating accuracy and consistenc	Reduced technical debt through platform-native design	Incremental modernization without disruption	Scalable architecture built for long-term growth	AI-ready foundation for Einstein and Agentforce innovation

Upgrade from the standard approach

Many providers rely on third-party rating engines or heavily customized implementations that create complexity and long-term maintenance challenges. TELUS Digital is a leading provider delivering a fully Salesforce-native solution designed for scalable insurance architecture and co-developed in alignment with Salesforce.
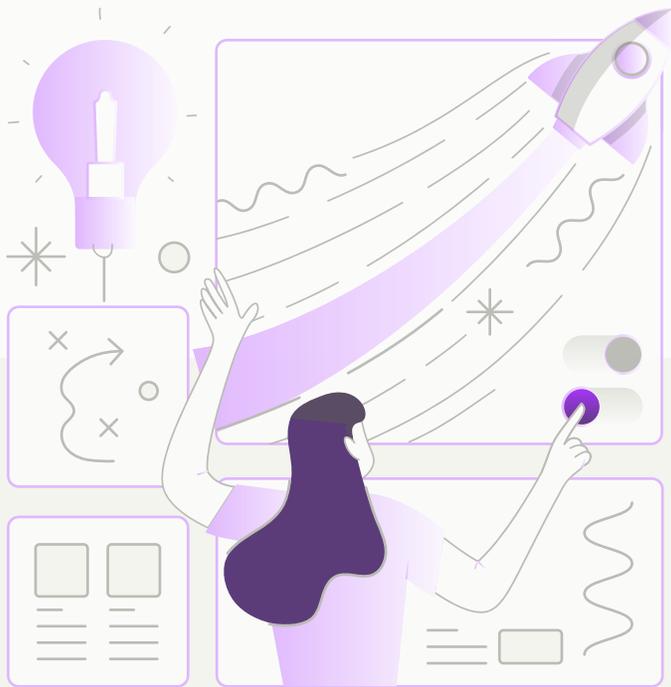
Other providers	Our approach
⚠ Depend on external rating engines	✓ Salesforce-native by design
⚠ Custom-heavy, brittle architectures	✓ Standardized, composable design
⚠ Point solutions focused only on quoting	✓ End-to-end insurance lifecycle coverage
⚠ Limited alignment with Salesforce roadmap	✓ Developed in collaboration with Salesforce
⚠ Not AI-ready without significant rework	✓ Built to support AI-driven innovation
⚠ No official Salesforce sample app credibility	✓ Trusted Salesforce partner behind the official Insurance Sample App

The **trusted partner** for insurance modernization on Salesforce

TELUS Digital sets the standard for modern insurance architecture on Salesforce. Our unique approach supports sophisticated product configuration, rating logic, and multi-line quoting through a composable, API-first architecture.

Key capabilities include

- Start-to-finish journeys across quoting, servicing, and claims

- Native product configuration and rating using OmniStudio, Flows, LWCs, and Apex

- Insurance-specific design supporting complex coverage rules, dependencies, and multi-line quoting

- Composable, API-first architecture aligned with Salesforce best practices

- Guided configuration flows that improve quote speed and accuracy

- Modern, backward-compatible APIs that replace legacy rating integrations

- AI-ready foundation for future Einstein and Agentforce use cases

Build insurance the **Salesforce recommended** way

Modernize your operations with a streamlined insurance solution built within the Salesforce Core. TELUS Digital delivers the proven blueprint to improve efficiency, and is a recommended Salesforce partner with a team of dedicated experts to help you succeed.

Reach out to our team to explore how these implementations can optimize quoting, servicing, and claims while preparing your organization for the future of AI-driven insurance.

Contact us today