fadata

eclipse

Customer Communications Management at the Core of Insurance Operations

Smarter, faster, and personalized communications across the entire insurance lifecycle.

Customer-Centric Communications

Customer trust and loyalty are shaped by how, when, and where you communicate. Policyholders now expect instant updates, personalized interactions, and seamless experiences across every channel they use. **Falling short means missed opportunities, higher churn, and weaker brand perception.**

With Eclipse CCMaaS embedded into INSIS, insurers gain a **unified, cloud-native solution that replaces fragmented tools with one intelligent communication backbone.** This integration turns everyday interactions like renewals, claims, policy changes, billing, into **meaningful touchpoints that strengthen relationships, ensure compliance, and directly support business growth.**

Business Value at a Glance

Cloud-Native & Managed
Scale effortlessly while lowering operational costs with a fully managed service.

Omnichannel Engagement
Reach policyholders via email, SMS, portal, or print, all from one unified platform.

Regulatory Confidence
Built-in audit trails and compliance features ensure risk-free communication.

Faster Time to Value
Prebuilt integration templates accelerate onboarding and reduce project risk.

Real-Time Personalization
Turn INSIS data into tailored messages and documents for every customer.

By uniting communication and core insurance operations, **Eclipse + INSIS transforms every interaction into a growth opportunity.** Insurers gain not only speed and efficiency, but also stronger policyholder loyalty, higher engagement, and a reputation for reliability in a competitive market.

Practical Applications for Insurers

Policyholder Notifications

Send automated alerts for renewals, claims updates, and policy changes in real time.

- Reduce inbound calls and manual follow-ups.
- Increase transparency and strengthen trust with policyholders.
- Build stronger loyalty by keeping customers informed before they need to ask.

Document Generation

Create and deliver contracts, quotes, and regulatory notices on demand, powered by INSIS data.

- Cut administrative workload and errors.
- Speed up policy issuance and improve regulatory compliance.
- Demonstrate professionalism with accurate, branded documents delivered instantly.

Billing & Collections Communication

Streamline invoice delivery and payment reminders across preferred customer channels.

- Shorten payment cycles and improve cash flow.
- Strengthen financial stability with more predictable revenue streams.

Multilingual Communication

Engage global policyholders with dynamic language support and localization features.

- Expand reach in diverse markets with localized, compliant communications.
- Enhance customer satisfaction by speaking the policyholder's language.
- Position your brand as inclusive and globally consistent.

Let's Talk!

Modernize your communication and streamline your operations with Eclipse CCMaaS + Fadata INSIS.

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This brochure outlines a broad range of capabilities that can be achieved through Fadata and its partner ecosystem. Not all functionalities are available as a fully integrated, out-of-the-box solution at this stage, but can be delivered jointly through our partners as part of an extended implementation