

PCMI | LIVE WEBINARS

REACHING NEW MARKETS WITH PaaS

Starts @ 11AM CST



pcmicorp.com/about/leadership

MARK NAGELVOORT
President & CEO

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Mark Nagelvoort

PRESIDENT & CEO

- **Experience:** 30+ years developing software administration systems in the Extended Warranty and F&I Product industry
- **Impact:** creating platforms that help TPAs, OEMs, Dealers, and Insurers automate administration processes effortlessly
- **Focus:** uses his expansive knowledge to help customers establish all phases of their extended warranty programs within PCRS



Favorite Hobby:
Kayaking and paddleboarding





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Greg Kasprzycki

COO

- **Experience:** spent his entire career building software administration systems in the Extended Warranty and F&I Product industry
- **Impact:** uses his extensive knowledge of PCRS to balance the goals of our software with the business needs
- **Focus:** strategy and execution of the product roadmap including product vision, innovation, design, and development



Favorite Hobby:

Skiing, snowboarding, and family trips





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Ben Draper

CHIEF INFORMATION OFFICER @ SYM-TECH

Experience: for more than 25 years Benjamin has applied his exceptional business acumen to implement innovative technical solutions

Impact: his technical solutions were always practical and financially astute and helped Fortune 500 and large Government organizations meet their goals. He is an international resource having worked in Canada, USA, Bermuda and the UK which gives him a global view of business and the available technologies.

Focus: Benjamin has worked with various industries and government departments but has been focused in the financial sector for the last 20+ years.

PCRS

Policy Claim and
Reporting Solutions™
ADMINISTRATION SOFTWARE



OPEN SALES
PLATFORM



F&I REPORTING



POLICY
ADMINISTRATION



CLAIMS
ADMINISTRATION



RISK
MANAGEMENT



PERFORMANCE
REPORTING



REINSURANCE

TOPICS

1. Integrate to your selling partners' applications (Bank, Credit Union, Internal Menu)
2. Build your own Dealer interface and mobile application for selling
3. Integrate with multiple applications
4. Automate your call center with IVR support
5. Build a Claim Mobile Application for the Consumer
6. Build an Intelligent Chatbot
7. Single site for Home Warranty, Consumer Warranty, and Auto Warranty

WHY DO WE OFFER PAAS?

We saw a customer demand for:

- Maintaining a unique identity
- Addressing different markets
- Integrating an F&I solution with other apps

SUCCESSES WE'VE HAD

- Consumer Warranty TPA can build shopping carts for purchasing a warranty along with the item.
- Auto TPAs can build sales presentation website
- PCMI has used it to build hearing aid warranty offerings
- Customers can use it for consumer-friendly direct sales

PAAS JOURNEY 2017 - 2020

In 2017 PCMI made the commitment that anything we offered on our dealer facing solution a client could use our PaaS solution to build their own app. We wanted to enable our customers' ability to:

1

Quote, rate, and sell products

2

Insert a product that was quoted and rated in an external system

3

Do the accounting transactions of billing collections and payments

4

Submit a claim and get claims status

2017

2020

TECHNICAL OVERVIEW

- REST API
- JSON Payload
- Standard Web API protocols (OAUTH 2.0)
- Audit Logs
- Versioning
- SSO (Single Sign-on)
- SAML 2.0
- Online Documentation



HOW DID SYM-TECH UTILIZE PAAS

Ben Draper – Sym-Tech

ADDING PRODUCTS FROM OTHER APPS

Supporting Credit life and credit disability:

- Product is rated externally to PCRS
- Trusted mode – PaaS support allows an administrator to dynamically change the rating and submit into PCRS a fully rated contract
- PCRS can then pay commissions, Reinsurance companies, etc. as well as do claim functions

BUILD SUBSCRIPTION- BASED PRODUCTS

1.

You can build your own subscription-based warranty products with unlimited combos for a single consumer experience



PCRS Automotive
Portal for F&I
Products



PCRS Consumer
Warranty for Home
Warranty

2.

You can write a single app that provides monthly plan/subscription pay support for an evergreen consumer focused product

CUSTOMER EXPERIENCE

Discussion with Ben on his experience with PaaS

- Size of Sym-Tech's team
- Development
- Testing
- Documentation



Q&A SESSION

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