

WHITESPACE

“Couchbase allows our customers to digitally capture the full contract process and customize complex requirements on the spot during negotiations.”

– Marcus Broome
Chief Platform Officer

About Whitespace

Established in 1985, Whitespace is a leading provider of software and technology systems to the commercial insurance industry. In 2015, the company introduced their innovative Whitespace Platform, a modern and integrated trading system for the global (re)insurance markets.

In the commercial insurance and reinsurance market, a contract can cover anything from a building on Main Street to a satellite up in space. As a result, every document is unique, and most tend to be extremely complex. Whitespace (www.whitespace.co.uk) provides the (re)insurance marketplace with a digital platform that enables insurance practitioners to quickly and collaboratively create, amend and process contracts while easily accessing the contents of the contracts as data.



The Challenge: The processes around insurance contracts are slow to change

With the commercial insurance market in the midst of digital transformation, Whitespace realized one key area lagged behind. Contracts are the heart of every transaction, but the technology most placing platforms are built on is outdated.

Because insurance contracts vary dramatically, it can be a detailed process to customize them. Digital documents like Microsoft Word and PDFs are a step in the right direction, but they can't support the advanced features the industry requires, or track complex edits made by multiple parties as they finesse the details. Also, contract data wasn't readily available for analytics or integration with other systems.



Why Couchbase: High flexibility and advanced mobile features

Whitespace imagined a system for writing and storing contracts that was faster, easier, more versatile – and entirely digital. Built on Couchbase in the Azure cloud, the innovative Whitespace platform lets multiple parties work on a shared document and customize it on the fly from anywhere using mobile devices. The entire contract process, including all content changes, is tracked and recorded, and all the data is easily searchable.

Because contract fields and attributes are unpredictable, Whitespace wanted to build its platform on a NoSQL database rather than a rigid relational database. After trying MongoDB™, Whitespace chose Couchbase for its high flexibility and advanced mobile capabilities. Whitespace also relies on Couchbase's cross datacenter replication (XDCR) to ensure high performance and reliability for global clients.



Application:

- Contract creation and processing

Use Case:

- Mobile data management

Key Couchbase

Features:

- Indexing
- XDCR
- Mobile
- Full-Text Search
- Analytics



The Benefits: Increased speed, accuracy, and availability

A complete digital process from end to end

Brokers and underwriters can create risk submissions, collaborate on contracts, communicate via real-time IM, request and provide quotes, and bind, sign, and endorse contracts digitally.

An exceptional customer experience

Customer IT teams appreciate that Whitespace's agile platform allows them to get up and running quickly. End users are impressed by the flexibility and ease of the contract creation process, and the speed with which they can make modifications.

Easy to scale and innovate

Couchbase makes it easy for Whitespace to add new platform capabilities and push new technology out to their customers. The process is also fast and simple when they need to scale out to accommodate more clients or more data.

Learn more

Visit couchbase.com to learn more about the enterprise-class NoSQL database built for business-critical applications.



"IT teams appreciate Couchbase for its agility and rich feature set. End users love our Couchbase application because it's fast, flexible, and easy to use."

– Marcus Broome
Chief Platform Officer

About Couchbase

Unlike other NoSQL databases, Couchbase provides an enterprise-class, multicloud to edge database that offers the robust capabilities required for business-critical applications on a highly scalable and available platform. Couchbase is built on open standards, combining the best of NoSQL with the power and familiarity of SQL, to simplify the transition from mainframe and relational databases.

Couchbase has become pervasive in our everyday lives; our customers include industry leaders Amadeus, American Express, Carrefour, Cisco, Comcast/Sky, Disney, eBay, LinkedIn, Marriott, Tesco, Tommy Hilfiger, United, Verizon, as well as hundreds of other household names. For more information, visit www.couchbase.com.

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