

ABSTRACT

Insurance business has become highly competitive as a result of recent liberalization. Customer service is undoubtedly the critical factor that may determine the critical factor to success or failure of an insurance company. Information technology is now a vital tool to enable the company to increase its market share and stay ahead of its competitors.

The aim of this project is to design and develop a computerized Motor Insurance Information System to replace the existing manual system currently used at Samart Insurance Co. Ltd. The scope of the project covers underwriting function and premium collection, which are considered the most important operations having a direct effect on the company's profitability. The new system can improve the company's functions to be more responsive, flexible, accessible, accurate and cost effective.

Based on System Analyst and Design techniques, the new system is proposed and developed. The report discussed user requirements, system design, hardware and software requirements, security control, system implementation and also presents design of input and output screen. The cost comparison between existing system and proposed system is made using the Cost/Benefit Analysis. The results indicate that all tangible and intangible benefits obtained from the new system justify the investment.