

# ClaimCore for P&C

Putting Flexibility, Accuracy, and Customer Service at the Core of Your Claim Processes

As P&C insurers pursue growth, their claims teams must handle more claims in less time, all while using legacy claims systems that are expensive to maintain and are unable to adapt easily to changing business needs. The resulting delays and errors hinder both compliance and customer service, increasing the risk that policyholders will take their business elsewhere.

EIS ClaimCore® is a comprehensive, easily configurable and extendable claims management solution that lets you put your customers at the core of your business and drive the claims process from end-to-end with great speed, responsiveness, customer focus, and oversight.



Respond quickly when your policyholders need you most.



Save time and money by minimizing fraudulent claims.



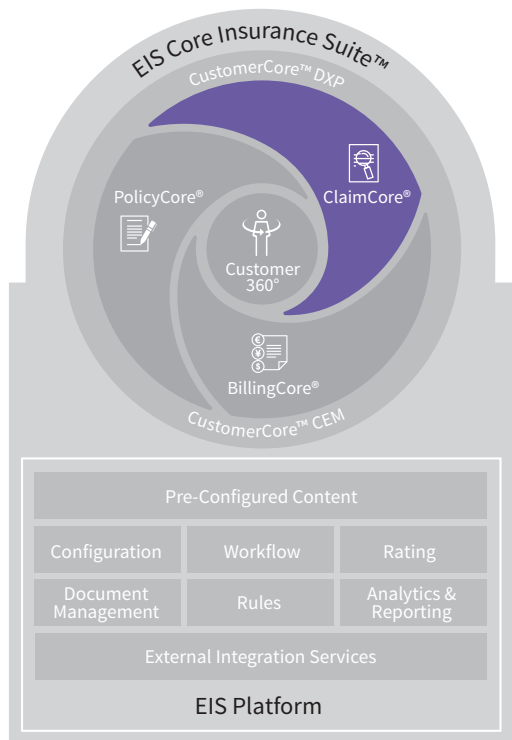
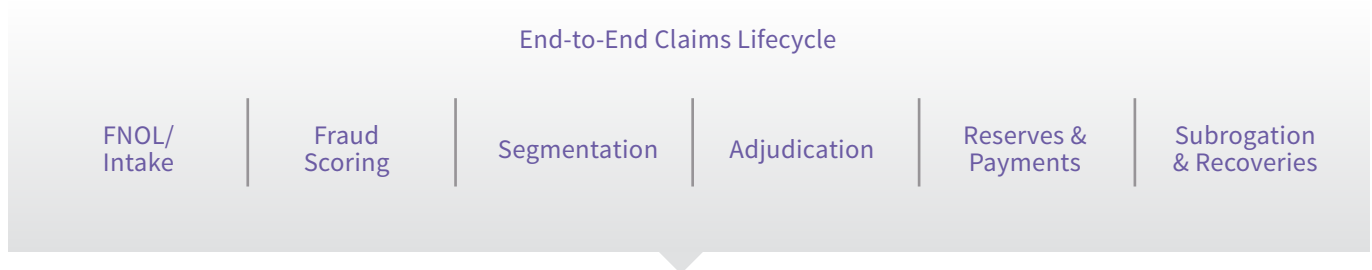
Streamline processes to resolve and pay claims more accurately in less time.



Tighten your control over cash flow and ensure payments are timely and accurate.

# ClaimCore supports all your key claims processes.

ClaimCore is a highly configurable claim management solution with an integrated business process and workflow that includes work queue prioritization and vendor management. The application provides automatic or manual task generation and assignment for extreme flexibility to design and manage the claims process from beginning to end. By using ClaimCore, insurers can gather more complete claim information, assign claims more efficiently, improve fraud detection, manage reserves more effectively, and streamline payment processing.



Part of the EIS Suite™ insurance software system, ClaimCore helps insurers:

- Manage growth with a rules-based, customer-focused workflow that speeds claims handling and improves compliance
- Adjust and resolve claims more accurately in less time
- Design and configure the claims solution layout to meet customer workflow best practices
- Deliver consistent service levels for claimants

The customer-centered EIS Suite combines a robust digital-ready platform with a set of core applications that can be used alone or as a unified suite. In one highly configurable, multi-line system, you get the tools and technology needed to support the full insurance lifecycle—policy, billing, claims, and customer engagement.

# ClaimCore: Key Features and Benefits

## Boost Customer Satisfaction

### Key features include:

- Automation and scripts to speed the gathering of first notice of loss (FNOL) information through call center staff, agents, and adjusters
- Self-service FNOL for claimants via a web portal or mobile app
- Highly configurable workflow for payments approval and issuance
- Ability to define catastrophic events and manage those claims accordingly

## Enhance Fraud Detection

### Key features include:

- Background rules engine providing fraud scoring through built-in analytics and/or integration with third-party solutions
- Automated flagging and alerting for suspicious claims
- Automated routing of flagged claims to reviewers and the special investigation unit (SIU)
- Ability to track and manage payment impact on reserves

## Increase Operational Efficiencies

### Key features include:

- Manual or automatic claims assignments based on rules that consider type, complexity, severity, geography, or workload
- Mobile Field Adjuster App enabling field adjusters to receive and manage daily tasks, upload attachments, and send automated reports back to the claim office
- Ability to assign claims and sub-claims to different adjusters
- Flexible workflows for classification, verification, confirmation, and authorization of approvals and payments, including multiple payees, recurring and supplementary payments, and bulk payments
- Integration with payment and check-printing systems
- Ability to track and manage payment impact on reserves

## Improve Management of Reserves

### Key features include:

- Ability to set and track reserves by indemnity, expense, and recovery, including erosion of aggregate coverage limits
- Configurable rules to set reserves manually or automatically by claim type, loss type, geography, and any claim event or loss attribute
- Automated triggering of reserve authorization when reserves exceed adjuster's authority level
- Easy updating of reserves
- Claims related real-time financial reporting and dashboards

# Technology that's built right for today...always ready for what's next.

The EIS solution is based on our exclusive BuiltRight™ architecture. It uses a modern, service-based architecture and open standards that empower insurers to deploy, adapt, and extend innovative insurance solutions with tremendous speed and agility. Built to integrate, the EIS platform provides application and service programming interfaces and pre-integration capabilities so you can painlessly connect to third party applications and new data sources as your business grows. It also allows you to easily extend your core systems at market speed without modifying your base software or putting future upgrades at risk.

The EIS platform ensures a lower total cost of ownership (TCO) because its components use standardized technologies and the talent required to run them effectively is abundant and readily accessible. This modern, digital-ready platform gives you the flexibility to interact with anyone, anywhere using the connectivity methods they prefer, including online, mobile, social—and even wearable technologies. In addition, the EIS solution allows you to scale horizontally, vertically, and elastically as your business grows without sacrificing performance—in the cloud or on premise, whichever best aligns with your IT strategy.

## Your success is our #1 goal.

We know that core insurance system transformations are highly complex, risky endeavors. That's why we go the extra distance to ensure each and every client is able to drive successful business transformation immediately and over the long term.

Leveraging a combination of deep insurance experience, technical know-how, proven methodologies, and state-of-the-art technology, our services and support teams will help you achieve exceptional results faster using our core insurance solutions. And if self-sufficiency is your goal, our training and education programs will equip you with the knowledge and skills needed to ensure your ongoing success. With EIS, you don't just get the world's best enterprise-grade core insurance software. You get a proven partner who's with you every step of the way—from project planning and implementation to go-live and beyond.

Let's connect and explore how ClaimCore can help build  
a faster, better, and stronger insurance business:

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