essentials
FOR INSURANCE

Centralised Claims Activity: Starter Pack

Unifying and enhancing all your claims activities, systems and processes.

To satisfy customers and secure repeat business, insurance providers need a smooth and efficient claims process.

Ideally, the insurance provider will have a single claims process that streamlines workflows, delivering the best possible experience to the customer in the most efficient way for the business.

However, the reality can be very different. As insurance companies grow through acquisitions, they inherit a multitude of claims systems. Replacing the old systems with a single new system means significant expense and upheaval. It's a labour-intensive process that has a major operational impact on the whole organisation, threatening customer service standards. And those insurance providers that do have a single claims system are often limited by its transactional nature which impacts on data quality and the general efficiency of the process.

Hitachi Solutions has the answer.

Delivering a single view and streamlined workflows

Our Centralised Claims Activity Starter Pack provides an overall picture of the claim and the customer. We provide a structured workflow that starts from First Notification of Loss (FNOL) going right through the claims handling process, including litigation management. Our solution unifies all your claims systems into one front-end interface, streamlining your claims process without interrupting your day-to-day business operations. Should you choose to invest in a new system, our integration points make it a simple matter of turning off one system and directing to another. Customers and third parties interact with the system via a set of apps, a portal or straightforward Outlook integration that generates FNOL.

From FNOL, our system uses automated decision rules to send the new claim through triage workflows that help you determine the most appropriate case handler. From there, our processes guide the claim and your actions through assessment, appropriate response determination, interactions with third-party service providers, and integration with your back-end systems. We can integrate any existing claims management systems that handle the transactional side of claims into our system, avoiding any rekeying of information and making the most of your existing investment.

Hitachi Solutions

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The Starter Pack provides your business with an effective solution that unites multiple systems to create one view of the claim and the customer.

We'll implement a prototype, so you can see our claims activity system in action within your business. We'll look at how your business operates and model out the workflows and escalation points before connecting the processes with your back-end systems. This will layer on top of your existing estate, creating one single, easy-to-use unified Microsoft system.

Your Starter Pack in action

We'll work with you in a series of short, agile workshops to determine how the Starter Pack will fit within the processes and organisational structure of your business.

The workshops will explore how we can combine our Starter Pack foundation product with your unique ways of operating to deliver a framework and a target operating model that will bring the product to life.

With this complete, we'll bring together the results and your experiences of the Starter Pack to create your Proof of Value report. This will outline a benefits case and a plan for implementing a wider solution using the Starter Pack as the foundation.

Our approach

At Hitachi Solutions we specialise in helping insurance providers to effectively manage and nurture profitable relationships with customers, brokers and other partners. As a Microsoft partner, we focus on delivering solutions that are designed to get you up and running quickly for a faster and lower-risk implementation.

Interested?

Get in touch to discuss how our Starter Pack can deliver a streamlined claims process and single view of the claim and customer in your business.

Please contact us to find out more: www.hitachi-solutions.co.uk/contact-us/