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SOLUTION OVERVIEW

Distributed Claims Management

Interactions between people, both inside of and outside of an organization, are essential during a claims process. Field visits are still an integral part of claims management, especially in complex or large claims.

Meet the needs of the distributed workforce

Bringing disjointed processes together

Enable effective collaboration across the organization and beyond

Bring together information from disparate siloes

The claims process has become even more disjointed during the current enforcement of remote working. Collating and collaborating on information from external sources has always been a challenge, but nowadays claims packs received need to be distributed and collaborated on by a workforce that is dispersed geographically. Sudden increases in volumes of requests and claims puts pressure on a workforce that has been reduced.

The growing volumes and types of information is also changing, with new IoT sources delivering real-time information and rich media assets. Collating and efficiently collaborating on this information is a growing problem, and reviewing of video and photo evidence for claims is challenging – not always possible over traditional communication channels.

- Provide secure gathering and collaboration of information required to process a claim to ensure completeness

- Claim pack contents can be tracked and assigned as required

- Personally Identifiable Information (PII) can be flagged, and tracked, to ensure records management policies are adhered to upon completion of the claim

- Eliminate miscommunication around critical claims assets by having multiple reviewers comment in real-time

- Notifications can be generated providing the customer with insights into the progress of their claim

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OpenText distributed claims management

Empower a distributed workforce: Ensure all employees have access to all the information required to complete their tasks and engagements with policy holders

Automate the repeatable: Simple requests, tasks, and claims should be automated, to provide self-service where possible, freeing up knowledge workers for complex activities

Engage anytime, anywhere: Ensure policy holders can engage through all channels, as each policy holder demands personalized types and channels of engagement

Collaborate beyond the organization: Complex processes and claims vast information volumes require knowledge workers to engage and collaborate to resolve in a timely manner

Ensure governance: Protecting the information of policy holders and organizations becomes paramount when the workforce embraces remote work

Build resilience into the organization: Ensuring processes can be adapted in an agile manner is critical to address the shifting needs of policy holders and the industry
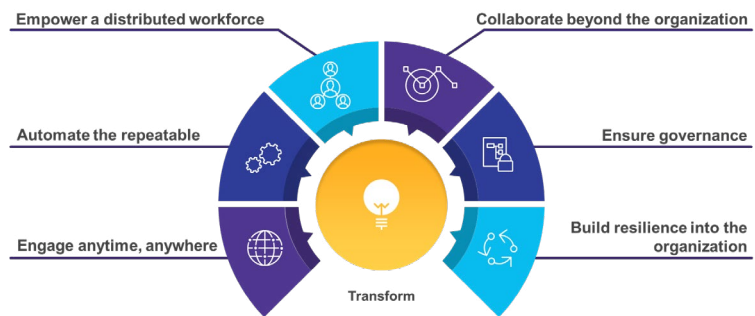
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OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: **opentext.com**.

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