

# Centralised policy & claims management with automated processes and alerts



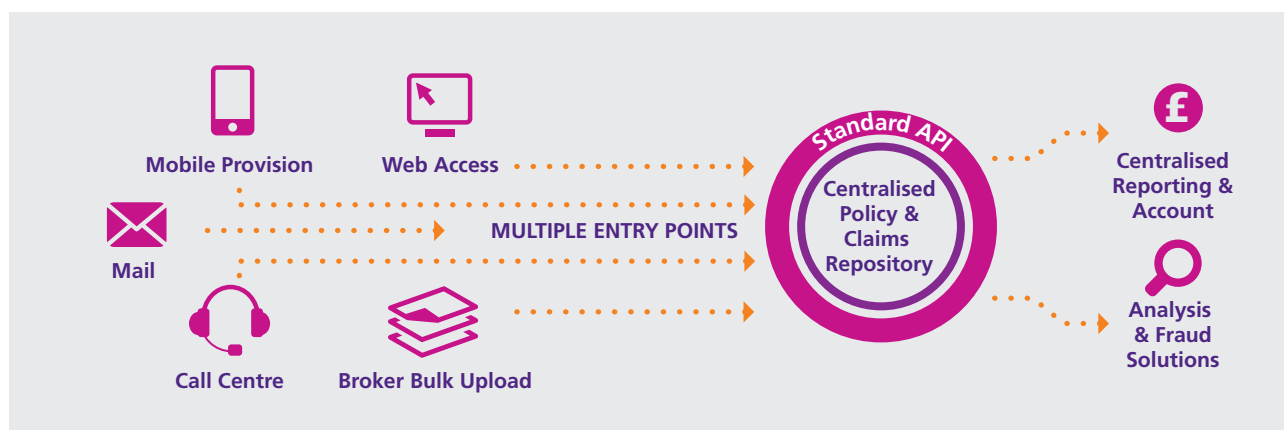
## Deliver better decisions faster, increase customer satisfaction and reduce risk

Whether you're trying to offer customers the best insurance deal, cross-sell them additional policies, or process a claim quickly and efficiently, it helps to be able to see everything all in one place. But that's not always possible when each team is working from its own records. The situation becomes more complex still when companies merge, each with their own systems and ways of doing things. But bringing order to the chaos is essential if firms want to stay competitive – and to ensure they can meet strict regulatory requirements set out under MiFID II and GDPR.

This is where SynApps Solutions' workflow-driven policy and claims management solutions come in – providing order, structure, speed and compliance to your everyday business processes. Our solution makes it easy to search and find relevant information, and view it all in one place - while enabling a full audit trail of document processing, and as you'd expect, secure management of your customers' personal data.

Based on the latest content management technology, SynApps' solution can recognise and process all forms of content – including dashcam/video evidence to support motor or house insurance claims. With full, intelligent indexing, our solution can link and store related content so it's easy to retrieve quickly. It's easy to integrate with other business systems too, so teams don't need to switch between applications to find what they're looking for.

And by centralising digital records and allowing secure access from multiple locations, our solutions support flexible working scenarios where agents may work from a number of locations, including their own homes.



## Policy & claims management from SynApps: key features & benefits

- Accelerate decisions using standardised criteria & automated workflow:
  - Reduce throughput of simple cases from weeks to days using automated rules – e.g. for pay-outs below a certain threshold
  - Eliminate human bias in straightforward claims
- Modern technology with flexible deployment options:
  - Cost-effective to own, run, adapt and maintain
  - Choose between on-premise or cloud deployment
  - Capture and process new forms of claims evidence, e.g. dashcam/video footage – enabling claimants to self-serve, for greater efficiency. This also provides a foundation for future service innovation
  - Standard data exchanges between brokers & insurance firms enable faster processing
- Increased visibility of policy and claims documents, evidence and processing activity across the organisation – all in one place, securely accessible from mobile devices
- Understand customer accounts more holistically:
  - Identify potential for high-value business
  - Spot opportunities to cross- or upsell
- Never miss out on repeat business: set up automatic notifications to prompt action as policy expiry dates approach
- Gain new efficiencies and insights through integration with other systems:
  - Analyse past claims for interesting trend data
  - Conduct smart fraud detection (e.g. by connecting to Hadoop big-data analytics)
- Demonstrate compliance with new regulations including MiFID II and GDPR via secure data management and tamper-proof audit trails
- Meet legal document retention requirements with our easy-to-set controls
- Full service options. We can help you with migration of existing contracts onto the new platform, an even provide a complete hosted, managed service.

### About SynApps

SynApps Solutions is a widely respected independent expert in enterprise content management. We provide highly integrated solutions and services of exceptional quality, thanks to the deep skills and experience we have amassed over the last two decades.

Our customers, which span healthcare, government and commercial markets, are able to capture, manage and share knowledge dynamically and efficiently, with proven business and regulatory compliance benefits.

We provide software, consultancy, implementation and support services for leading ECM solutions, as well as our own content integration and migration solutions, ConXApps, which allow organisations to quickly maximise their investment in ECM technologies.

To find out how we could help your insurance business take advantage of smart, workflow-driven policy & claims management visit [www.synapps-solutions.com](http://www.synapps-solutions.com)