DXC Digital Claims, powered by 360Globalnet, helps insurance carriers in Florida, Texas and other southern states weather record storms

Results

- More than 20,000 claims handled

- 3,000 claims settled in 3 days

- Fast 5-day implementation

- Shorter customer waiting time

- Lower call center costs

- No need to engage temporary staff

- Self-reported claims received within minutes of go-live

For two innovative insurance carriers in the southern United States, fall 2017 proved a turning point in managing and settling storm-related claims.

These businesses were piloting new digital claims technology from DXC Technology, powered by 360Globalnet.

Hurricane Irma, a Category 4 storm, made landfall in Florida on September 10, 2017, only weeks after Hurricane Harvey hit the Texas coast in August.

Large-scale evacuations occurred, and a state of emergency was declared as the southern United States endured its most powerful weather in a decade. Damage to infrastructure and property was estimated by Moody's at US$200 billion to $300 billion.

Despite these extraordinary circumstances, one Florida-based insurer managed to process more than 3,000 claims in just 3 days using DXC Digital Claims.

Thanks to customers self-reporting claims, there was a huge drop in call center activity in response to first notification of loss (FNOL), and claims were settled faster than ever before.

When Hurricane Irma hit Florida, DXC's digital claims model was being considered by a local insurer for property inspections. In only 5 days, the platform was demoed, templates created and testing completed. On day 5, the solution was live and working.

DXC's Digital Claims model

Customer reports claim using a simple online form ▶ **Customer uploads photo, video and text evidence of damage** ▶ **Insurer assigns necessary resources for repairs** ▶ **Claims can be settled in as little as 90 minutes**

"Instead of having to increase our temporary workforce to handle over 20,000 claims, we implemented this digital system. It allowed for a more efficient FNOL process, enabling workers to process claims more quickly."

Within 20 minutes of the solution going live, self-reported claims began to roll in; 10 minutes later, 30 more claims arrived. Their customers had immediately adopted the new digital process that consisted of completing a simple online form and uploading video, text and image evidence. The full instructions made the process fast and straightforward. One enterprising customer even took photos by drone.

The ultimate test: Passed

The chairman of the insurance business decided to test the system himself without telling his employees. He uploaded his own Irma-related claim in the evening. The system determined a field adjuster would be needed due to the extent of damage to his property. The very next morning, an adjuster was at his home. The chairman was impressed that a system only implemented a couple days earlier could be processing claims at such speed.

Customers were pleased with the new, easy claims process. They were informed and in control, and claims were settled faster — 3,000 in only 3 days — with minimal disruption to their already extensive clean-up projects. This insurer saved on call center and external resources because customer-provided data was clear, making assessment and resource allocation simple.

The Florida-based chairman said, "We can't be more complimentary about this new digital process, from concept through to implementation of hurricane damage claims triage. It was impressive how responsive the DXC and 360Globalnet teams were, assisting in every way they could, to make the deployment run so smoothly."

Learn more at www.dxc.technology/ DigitalClaims

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company's technology independence, global talent and extensive partner network combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit **www.dxc.technology**.