

Flexibility, scalability, configurability

DXC Assure Claims for property and casualty
insurance companies



Automate and streamline claims processes for:

- Increased speed
- Improved consistency
- Decreased errors
- Higher customer retention rates



DXC Assure Claims for fast, flexible claims processing

In a highly competitive market, insurers worldwide face many similar business challenges.

Growing premiums and maintaining policyholder retention levels are essential for any insurer to thrive. Yet retention rates are falling in several segments, including personal lines.

Consumers today expect the same levels of service from insurers that they receive from providers in other service industries, such as retail and mobile phone providers. Insurers must resolve claims swiftly and seamlessly: Customers who have positive claims experiences tend to stay with their existing provider, but those who are dissatisfied with the service they receive can and do easily switch insurers.

Fast and efficient claims resolution has other benefits, too: Efficient claims settlement results in reduced claims expenses. With about 70 percent of premium income spent by insurers on settling claims, it makes good business sense to resolve claims quickly to minimize the time spent on those claims.

In reality, however, operational efficiency and business agility are a continuous battle for many carriers, as they struggle with multiple IT systems operating on disparate platforms, with no central point for storing or accessing data. Outdated, complex and often homegrown software can be costly to maintain and hard to configure. And many insurers still rely on manual processes, which inevitably delay claims-processing time and increase costs.

To remain competitive, organizations like yours must raise the bar on customer service — companies that don't will fall behind. But how can you achieve this?

You need a system that empowers you to improve efficiency and meet consumer expectations by enabling swifter, more accurate claims resolution — a fully functional, enterprise-wide claims-processing solution that is easy to integrate with your existing infrastructure and delivers flexibility, scalability and configurability.

DXC Assure Claims:

- Best-of-breed claims management system
- Currently used by more than 300 customers in North America
- Has an extensive customer base of insurance carriers, municipalities, corporate entities, third-party administrators, healthcare facilities and many more

You need end-to-end claims-processing capabilities, just-in-time tools and improved data access to enable accurate settlements, together with a user interface that extends core functionality to mobile users, a full complement of business analytics and reporting tools, and multiple deployment and pricing options.

You need DXC Assure Claims

DXC Assure Claims, the latest release of DXC Insurance RISKMASTER™, helps insurers — large and small, operating anywhere in the world — meet claims business and operational challenges through its exceptional end-to-end functionality, which includes powerful, just-in-time analytical tools for legal expense management, fraud detection and bodily injury estimation.

Stay ahead of the game

DXC Assure Claims automates and streamlines the claims-processing system. Our cloud-based software delivers a single solution for managing all risk and claims processes, from first notice of loss to payout. Fully configurable, DXC Assure Claims gives users the flexibility to customize the system and add modules to meet specific requirements.

With DXC Assure Claims, your workflows and processes will be more consistent and fully integrated with claims tools, accounts payable solutions and other management systems, helping your company remain competitive and keeping you ahead of the game.

Increased control through automation

Claims management can be an onerous process for insurers that still rely on aging, homegrown systems. DXC Assure Claims automates functions, improving claims-processing speed and accuracy. Unlike similar products, DXC Assure Claims lets users manage data configurations, imports, exports and conversions for more control and better management of costs.

One system fits all

DXC Assure Claims seamlessly integrates policy, mobile devices, litigation management, fraud evaluation, bodily injury evaluation and medical review systems. This enables users to manage their entire claims-settlement process within a single solution, enabling greater speed and accuracy.

Putting more power at your fingertips

DXC Assure Claims provides configuration flexibility without the need for expensive and time-consuming customizations. Powerful features such as screen-building tools, template generators and workflow automation minimize IT involvement. The claims ecosystem supporting DXC Assure Claims future-proofs the application while allowing customers to leverage innovations driven by the insurtech community. Persona-based screen design and user-driven controls provide a personalized experience without changing the user experience for the rest of the organization. Our cloud-based deployment option allows customers to focus on software operation and not the maintenance.



DXC Legal Solutions Suite™

One of the key components of DXC Assure Claims, DXC Legal Solutions Suite supports activities conducted with external law firms. The system helps your company work strategically with outside counsel to manage legal expenses and optimize outcomes, while ensuring efficiency and consistency. Cloud-based modules in the integrated litigation management component include law firm evaluation and benchmarking, electronic case assignments, legal e-billing, automated legal bill review, guideline monitoring, budgeting, planning, results tracking, document management and reporting.

Knowledge is power

Improve management insight and make better business decisions with an integrated data query, reporting and analytical tool. This analytics tool from **Sisense** allows users to view and report on the information stored in your DXC Assure Claims database, while the Sisense drag-and-drop capability lets you readily create reports.

Dashboard viewer

View your data in an easy-to-access, readable way. DXC Assure Claims uses Sisense dashboards to generate dynamic graphical representations of your data. Using breakthrough technology, the dashboard bridges the gap between data analysis and visual presentation, allowing users to create interactive reports and applications that clearly communicate data in a visually appealing style. And there's no need for users to learn arcane programming languages — simply point and click to create rich, interactive presentations.

Ohio Mutual chose DXC's solution to simplify and accelerate their claims adjudication process, improving staff productivity and the customer experience. Moving off of client-/server-centric technology has enabled Ohio Mutual to reap the benefits of a restful API architecture, which includes the ability to easily integrate with other third-party solutions in DXC's ecosystem.

"DXC's vision for claims and risk management has enabled us to seamlessly move off of inflexible, older systems to modern applications, allowing us to dramatically improve our processes. This has resulted in measurable cost savings, while also enabling our staff to adjudicate claims more effectively and efficiently while delivering outstanding customer experience."

Brad McCormack
Assistant vice president of IT,
Ohio Mutual Insurance Group

Automation is the name of the game

DXC Assure Claims' data analytics tools and templates completely automate self-insurance import/export extract processing, bringing together several stand-alone modules in a single location. Use these data analytics tools to easily explore, extract, transform and deliver data anywhere and at any frequency. Ensure the integrity of your data, maximize productivity and accelerate the performance of day-to-day operations.

On top of all this, DXC's extensive analytics portfolio means we can help you further maximize your data analytics capabilities.

Streamline your claims process, increase efficiency

Successful claims processing is essential for property and casualty (P&C) insurance companies. Yet claims personnel must navigate a multitude of processes to successfully close claims.

DXC Assure Claims provides a comprehensive system to streamline your entire claims environment, including:

- First notice of loss
- Coverage verification
- Claims handling and adjuster notes
- Bodily injury evaluation
- Fraud detection
- Litigation management
- Vendor management
- Mobile claims services
- Medicare reporting
- Negotiation and settlement
- Final payment

Unmatched flexibility

No other claims-processing product on the market today integrates so many functions from the same vendor and on one platform. DXC Assure Claims is designed to accommodate your current and future needs and comply with ever-changing industry standards. The system can be tailored to suit individual business processes without modification. The advanced API-based system also eases integration with related systems.

Choose from the core processing functions of DXC Assure Claims or seamlessly add components for even greater business value. And select the deployment method that best suits your needs — in house or DXC-managed hosting using Amazon Web Services (AWS).

Connect with our customer community

When you choose DXC Assure Claims, you are connected around the clock to an online community of thousands of users from P&C insurance companies and DXC developers around the globe, while virtual events, meetings and annual conferences keep you informed of the latest developments.

You also have access to an extensive and knowledgeable team of DXC experts, dedicated to claims products and services. DXC has worked with hundreds of companies to help them get the most out of DXC Insurance RISKMASTER and DXC Assure Claims to resolve their claims-processing issues. Let us do the same for you.

Why DXC?

DXC Assure Claims' ease of use, flexibility and scalability make it the claims-processing system of choice for many companies. Exceptional technical architecture provides industry-leading features such as detailed business analytics reporting and robust database security.

More than 300 active customers use the DXC Assure Claims platform every day.

Learn more about how DXC Assure Claims can help you control costs, improve operational efficiency and deliver superior service.

www.dxc.technology/claims

 **Get the insights that matter.**
www.dxc.technology/optin

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at **www.dxc.technology**.