Persistent

Persistent's iClaims-Claims Management System empowered by Appian and Augmented Reality for End to End Insurance Claim and settlement

Persistent Systems iClaims solution empowers end customers to get an estimated quote of the repairs within minutes and can handle end to end claim management by combining Appian with cutting edge technologies like Augmented Reality to address the key pain- points related to FNOL, repair estimates and the lengthy process of handling a claim .

The Challenge

One of the painstaking hurdles faced by Vehicle Insurance Companies across the spectrum is validating the insurance claim and providing the estimated insurance damage to their customer at times it might take days/weeks to provide the customer with the estimates and getting the claim approved by the insurance provider. This process not only is time taking but also might annoy the claimant and at times may provoke him to change insurance providers.

The key focus for any company is quality, brand value, customer needs & most of all customer retention. The ability to track, trace and resolve customer complaints or issues is of paramount importance. Traditional methods of manual estimation and tracking claims has limitation on visibility, accountability & traceability, they are also extremely exhaustive, manual and prone to errors which could result in unhappy customers.

Persistent's iClaims solution spans various functional aspects of notifying about the loss, real time analysis, estimates, brand enhancement and quality improvement. Also, they help the insurance companies in process improvement, risk mitigation, quality improvement, cost management, regulatory and process compliance adherence. This directly improves the customer experience and in turn, the overall satisfaction and branding of the organization.

Organizations across the Insurance spectrum need to move to claims management tools or applications, enabling them to do a range of activities like, automated claims management, end to end tracking for a claim for all customers. The data captured can be used for real time tracking and analytics if required.

Persistent iClaims

Persistent's iClaims-FNOL is an application that helps customers immensely in FNOL (First Notification of Loss) and helps insurance organizations process and keep track of various claims. It logs all cases using Appian Platform and helps organizations quickly and effectively handle claim management

Vehicle Insurance - FNOL

- **Providing claim details - Customer leverages the mobile application to initiate the claim process by providing key accident details**
- **Scans the vehicle by using the Mobile App- As the users starts the claim process to capture damages in real time, if any, to the vehicle**
- **Instant Estimates- Provides estimated amount instantly once the real time view of the car is captured and damages are analyzed**
- **Claim Approval- Such claims can be auto approved once the customer agrees to the presented estimates.**
- **Overall customer satisfaction is immensely improved by reducing overall time to submit the claim**

Features

Highly intuitive features with minimum manual intervention makes iClaims a must have for insurance organizations

- **Estimates in Real Time derived using Augmented Reality**- Scans vehicles for damages and generates estimates for repairs. Instantly detects damages for various vehicles.

- **Fraud Detection** - Ability to detect damages accurately on cars, can improve the fraud taking place where certain damages are not present, and claims are sent for the same.

- **Auto approval of claims** - If estimates generated are within budget, the system automatically approves the claims.

- **End to End Claim Management System** – End to end tracking of claims can be ensured using iClaims this would provide enhanced visibility to the users and track and settles claims automatically

- **Instantly recognize various parts** - With the help of machine learning our system is capable to recognize various parts of the vehicles

- **Claims Rule Engine** – Behind the screen automated rule engine can be configured as per the Insurer. Providing greater flexibility and localization.