HCL

FACILITATING SEAMLESS CLAIMS PROCESSING

THE CLIENT

One of the highly rated auto Mutual Insurers of US

INDUSTRY:

Auto Insurance

AREA OF ENGAGEMENT WITH HCL:

Claims Processing Workflow & Document Management

BACKGROUND:

The client had large number of documents type and it was using a legacy system for claim management. So they wanted to improve the whole claims processing workflow.

BUSINESS CHALLENGE:

The auto insurer wanted to replace the Solcom environment with Onbase. In addition to that, the client wanted a single enterprise – wide content management solution.

WHY HCL

- **Depth of Experience** – Experience in both Personal & Commercial lines (including Workmen's Compensation) working with insurance companies across various Geos/regions

- **Talent Pool –** Consultants with deep domain experience & a strong delivery arm with insurance industry expertise in helping customers transform their business

- **Harnessing the Value of Innovations –** HCL's repository of innovations encompasses Process Capability, Industry Leading Claims Business Processes across various LOBs, Analytics & mobile solutions and accelerators for data migration, legacy application decommissioning – All facilitating controlled delivery of solution with economic efficient and effective cost benefits

- **Partnerships –** A strong partner ecosystem that brings the best of breed solutions

HCL SOLUTION

- OnBase was chosen over the other Document Management Related products with its ability to support easy Image Storing, Retrieval and Workflows capabilities

- The project was handled under the program Document Management and Imaging (DMI)

- Over 35 million images were moved from old Optical Platters to OnBase through DIP (Digital Image processing) after conversion

- Existing workflows like Workers Compensation Bills Processing were replicated by OnBase

- Existing Annotations on SolCom were exported to OnBase

- HCL captured all the integration points with Claim Center (General Claims) after an Engineering Study

BUSINESS BENEFITS

- The Document Types were narrowed to 12 from over 150 for General Claims and to 60 for Worker's Compensation from Over 500+

- Digitized Claims Mail Management for General Claims

- Conversion costs were reduced as more documents were added to the system

- Minimized outages and downtime due to hardware failures

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