



MODERNIZING CLAIMS PROCESS MANAGEMENT

THE CLIENT

One of the largest Carriers of Workers Compensation in the State of Missouri

INDUSTRY:

Insurance

AREA OF ENGAGEMENT WITH HCL:

Claims processing Time

BACKGROUND:

The client identified market share & customer satisfaction as strategic imperatives and for this, they wanted to improve the turnaround time.

BUSINESS CHALLENGE:

The client wanted to replace in-house claims, policy and billing systems with packaged applications

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

- Agile/ SCRUM based implementation
- Built interfaces to other systems
- Legacy data conversion and cleaning
- Performance tuning and migration
- Implementing testing processes

BUSINESS BENEFITS

- Reduced cycle time for claim processing
- Reduced litigation rate for lost-time claims by 5%
- Decreased bill keying in time by 35%
- Decreased internal IT enhancements and support costs for Claims systems by 50%



Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 90,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. How can I help you?

Relationship[™]
BEYOND THE CONTRACT

HCL