



## OPTIMIZING CLAIMS PROCESSING AND DOCUMENT MANAGEMENT

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### THE CLIENT

One of the largest auto insurers of New Jersey

### INDUSTRY:

Auto Insurance

### AREA OF ENGAGEMENT WITH HCL:

Claims transformation

### BACKGROUND:

The claim files of clients were spread across multiple systems which needed to be consolidated and integrated into modern systems. Also Client wanted to grow market share and improve customer satisfaction through transformation.

### 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

- Landscape transformation around Claims
- Business Process Consolidation
- Legacy Analysis/ Re-engineering
- Guidewire Claim Center fitment, GAP Analysis, designing, implementation, testing
- Integration with multiple downstream and external systems
- Data migration from legacy system to ClaimCenter system
- Reports strategy and development
- Automation testing suite for regression testing
- Performance testing of the overall implementation
- Implementation of ClaimCenter product upgrades

## BUSINESS BENEFITS

- Improved process efficiency with automatic claims assignment after claims initiation
- 'Single Source of Truth' claim file in one system
- Real time visibility into claims operations with automated functionality
- New system which can support growth
- Provide optimal Support and Maintenance
- Reduction in resolution time
- Time to Go live per release decreased
- Follow-the-sun Service model for stretched service windows

- Ready to address Rules engine to suit ever dynamic business processes
- Though the implementation timeline is stretched due to dependencies on other customer implementations, HCL's innovative and proactive planning has led to optimized staffing management
- Overcoming challenges arising out of monitoring and visibility into operations



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**HCL**