HCLTech | Supercharging Progress™

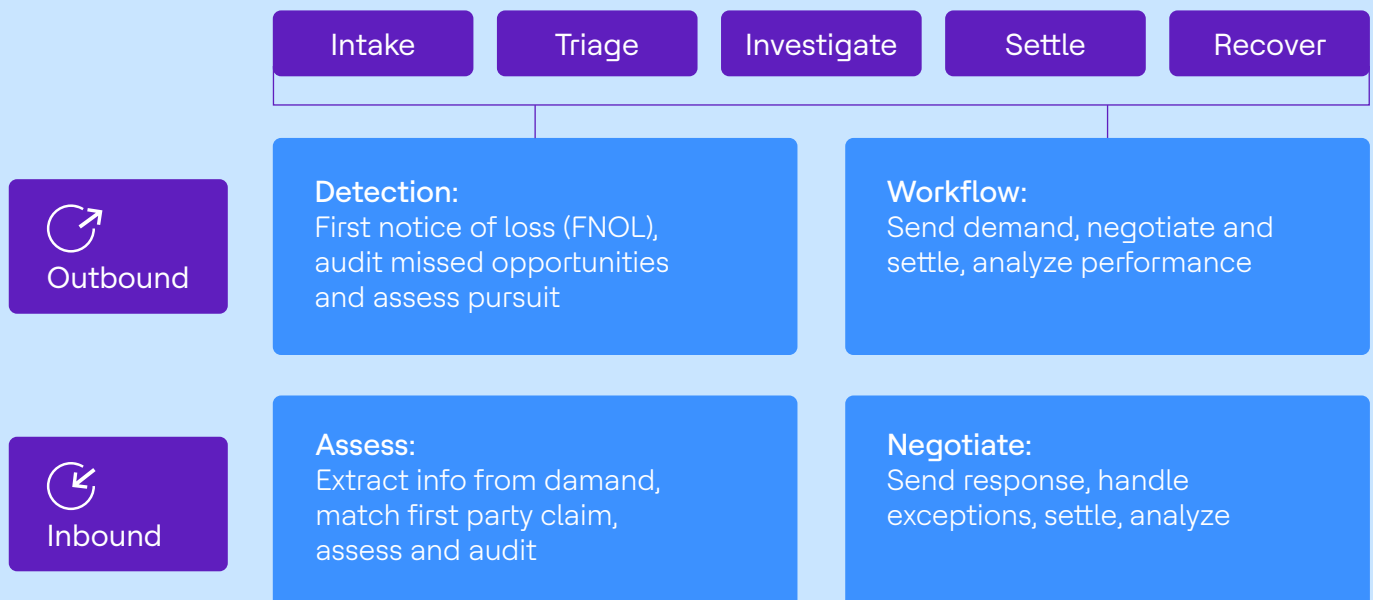# Transforming subrogation with AI-powered decisioning

Overview

Claim subrogation is the process of identifying third-party liabilities and initiating potential recoveries for a claim. Across lines of businesses, claim subrogation is one of the major contributing factors in leakage. In turn, the factors that can adversely impact a carrier's ability to operate a seamless subrogation function include:

→ Significant manual processes
→ Limited integrations with core systems and arbitration forums
→ Missed potential subrogation identification
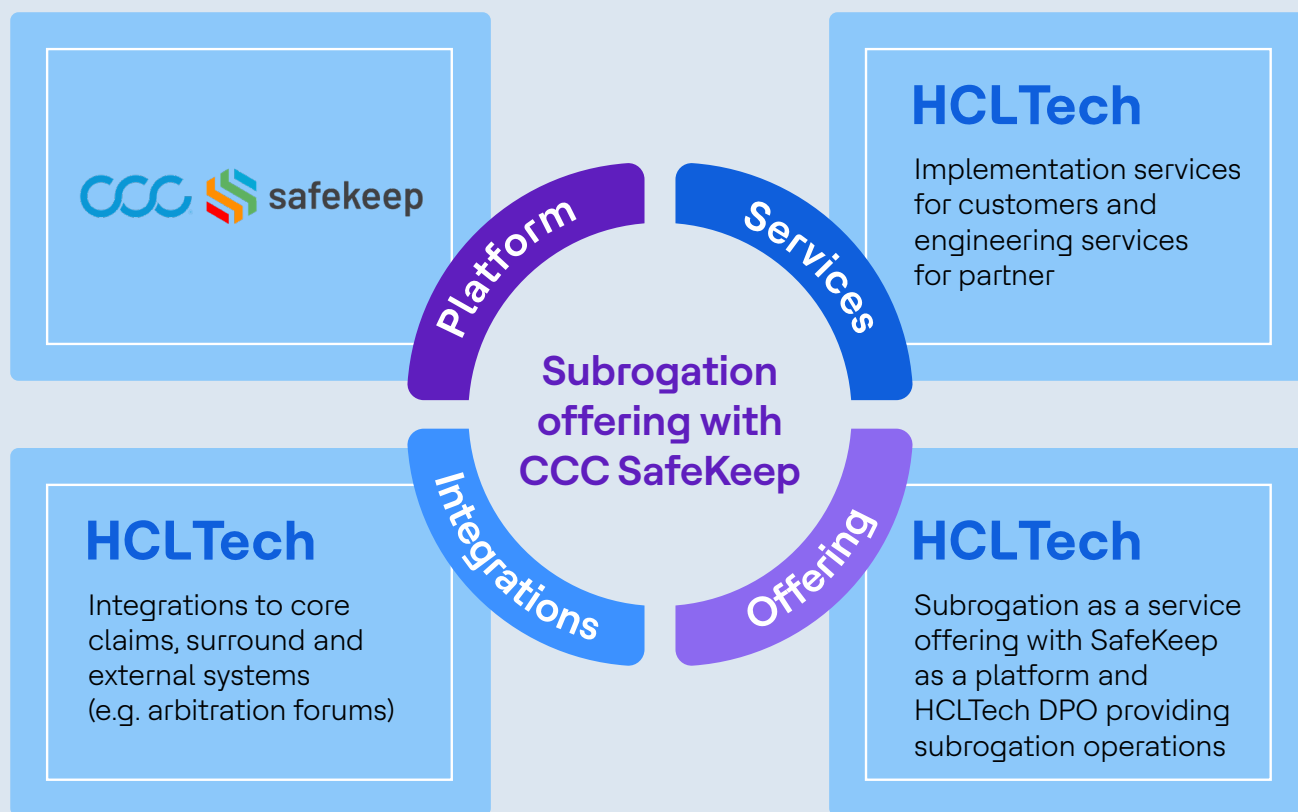→ Limited tracking and management of the recovery process

HCLTech - CCC Safekeep solution

Claim subrogation context

Intake	Triage	Investigate	Settle	Recover

Outbound

Detection:
First notice of loss (FNOL), audit missed opportunities and assess pursuit

Workflow:
Send demand, negotiate and settle, analyze performance

Inbound

Assess:
Extract info from damand, match first party claim, assess and audit

Negotiate:
Send response, handle exceptions, settle, analyze

HCLTech's Subrogation offering with partner

CCC safekeep

Subrogation offering with CCC SafeKeep

Platform

Services

Integrations

Offering

HCLTech
Implementation services for customers and engineering services for partner

HCLTech
Integrations to core claims, surround and external systems (e.g. arbitration forums)

HCLTech
Subrogation as a service offering with SafeKeep as a platform and HCLTech DPO providing subrogation operations

Solution features and benefits

01 AI-driven process to instantly detect recovery on every file, resulting in an increase in recoveries of up to 20%

02 Significant decrease in manual review to find subrogable files, leading to reduced efforts from 26 times to 2 times

03 Leverage subro-specific workflow UX with all the enriched data in one place, bringing down costs up to 50%

04 Send, respond and settle demands via intelligent carrier-to-carrier network

To explore this solution offering and discuss its potential benefits for your specific needs, please reach out to rangarajan.srini@hcl.com or mohanraj.damod@hcl.com.