

Sapiens ClaimsMaster For Property & Casualty



When it comes to claims, today's insureds expect online immediacy and instant responses. As with many other formerly manual processes, the claims process is evolving to ensure claims are settled within days. By moving away from human touch-points towards automation, insurers can improve the overall quality of the customer experience and ensure retention. Insurers also are trying harder than ever to proactively manage exposure and prevent claims.

Full Lifecycle Support & Streamlined Processes

Sapiens ClaimsMaster for Property & Casualty (formerly known as "Sapiens IDIT"), a critical piece of the **Sapiens IDITSuite for Property & Casualty** (formerly known as "Sapiens IDIT") that can also be deployed as a standalone solution, streamlines end-to-end claims processing for all personal and commercial lines, preparing insurers to adapt to new business requirements. The platform provides full lifecycle support for handling a claim for all personal and commercial lines of business, ClaimsMaster operates with configurable business rules and workflow.

The solution offers one-click access to key features, configurable claims rules and intelligent workflow, and claims dashboards with drill-down capabilities. It provides case management capabilities for complex claims, fraud, etc.

Information is sharable across quotes, policies, claims and accounts. Supervisory and management functions offer insight and control over claims operations through

visual representation of the business, including workloads, financial responsibilities and operational performance.

ClaimsMaster Advantages at a Glance

- Intelligent, rules-driven workflow with effective claim assignment, ensures **faster cycle times** for claims, resulting in **lower expenses and settlement costs**
- Intuitive and easy to use interface offers "one-click" access for staff members, **improving the claimant/adjuster experience**
- A central repository for all people and organizations involved in the insurer's operation provides a 360-degree view, for **improved customer service and vendor management**

Business Benefits

ClaimsMaster offers a wealth of business benefits, including:

- **A modernized, intuitive user interface** that is configurable through rules, to improve the overall user experience and effectiveness. ClaimsMaster offers a consistent, simplified method to navigate and provides the user with the ability to multi-task, without losing data. This creates operational efficiencies. Giving individual users the ability to set-up their work views as they see fit for their specific role enhances this efficiency. Keeping the navigation simple and consistent allows for a rapid and easy onboarding of new staff, or the reallocation of staff to support catastrophe situations.
- **Improved decision-making** across the lifecycle of a

claim. This can be accomplished with a combination of rules and workflows to automate decision-making and trigger tasks to the correct decision-maker when needed. Examples include reducing overall exposures from coverage verification/limit checking, fraudulent behaviors of claimants/vendors, or keeping ahead of regulatory requirements.

- **Increased agility and flexibility** Policyholder and agent expectations are quickly evolving and the tilt to digital has achieved maximum velocity. If your claims operation can react quickly to such forces, your organization is on its way to staying competitive. Anticipating the “change tsunami” now underway in the P&C market, Sapiens invested in an architectural framework and service-oriented architecture, and uses a highly configurable approach featuring meta-data and rules.
- **“One-click” access to data** helps insurers ensure responsive customer support calls. Services for email and text messaging for communication with adjusters, managers, policyholders/claimants and vendors enable prompt staff actions. Your customers can be informed – in a modern way – throughout the life of the claim. Plus, providing simple, technically-advanced self-service capabilities is paramount.

Pre-Integrated with Our DigitalSuite

ClaimsMaster is pre-integrated with the **Sapiens DigitalSuite**. DigitalSuite offers an end-to-end, holistic and seamless digital experience for agents, customers, brokers, customer groups and third-party service providers. The suite is pre-integrated with Sapiens’ core suites and is comprised of **Digital Engagement** and **Digital Enablement and API Layer** components. DigitalSuite is cloud-based.

Learn More

For more information on how **Sapiens ClaimsMaster** can help you revolutionize your business needs, contact us at info.sapiens@sapiens.com.

About Sapiens

Sapiens International Corporation empowers insurers to succeed in an evolving industry. The company offers digital software platforms, solutions and services for the property and casualty, life, pension and annuity, reinsurance, workers’ compensation, and financial and compliance markets. With more than 35 years of experience delivering to over 450 organizations globally, Sapiens has a proven ability to satisfy customers’ core, data and digital requirements. For more information: www.sapiens.com