SAPIENS

Sapiens ClaimsPro
For Property & Casualty

Technology has evolved. Customer expectations have expanded. Insurers are updating their business models and IT processes to accommodate the exciting capabilities available with insurtech automation.

Automation in P&C claims means substantial improvements in user experience, be it the customer, agent, third-party administrator (TPA) or internal staff member. Claims automation ensures faster claims settlement, which translates to lower costs and increased customer retention.

Sapiens ClaimsPro streamlines end-to-end processing for all personal and commercial insurance lines, empowering full lifecycle automation.

Flexible and highly configurable, ClaimsPro offers one-click access to key features, intelligent workflow and personalizable dashboards.

The Power of Claims Automation

ClaimsPro empowers insurers to share information across quotes, policies, claims and accounts. Management and supervisory functions provide valuable insights through visual representation of team workloads, financial responsibilities and operational performance, driving the ability to:

- Adapt to new business requirements quickly

- Efficiently handle complex claims with superior case management

- Identify and prevent fraud and reduce claims leakage

- Proactively manage exposure and responsive service for catastrophic events

ClaimsPro 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, easy-to-use interface provides one-click access to key features and improves the claimant/ adjuster experience

- Central repository for all people and organizations involved in the carrier's operation provides a 360-degree view for improved customer service and vendor management

Business Benefits

ClaimsPro offers a wealth of business benefits, including:

Operational Efficiency - ClaimsPro's modernized, intuitive, highly configurable user interface improves the overall user experience and effectiveness. ClaimsPro offers consistent, simplified navigation and enables users to multi-task without losing data. Empowering users to set up their work views for their specific roles enhances operational efficiency and results in rapid, effortless onboarding of new staff or reallocation of staff to support catastrophic situations.

Improved Decision Making - With ClaimsPro, decision making is automated throughout the claims lifecycle through easy configuration of rules and workflows. Tasks requiring review are automatically triggered and routed to the appropriate resource for further assessment. Examples include reducing overall exposures from coverage verification/limit checking, fraudulent behaviors of claimants/vendors, and keeping ahead of regulatory requirements.

Instant Access to Data - One-click access to data ensures responsive customer support. Services for email and text messaging for communication with adjusters, managers, policyholders/claimants and vendors enable prompt staff actions. ClaimsPro provides simple yet advanced self-service capabilities, enabling you to keep customers and partners informed throughout the life of the claim. 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.

Increased Agility and Flexibility - Policyholder and agent expectations have evolved, and the digital revolution has achieved maximum velocity. Organizations must react quickly to such forces to remain competitive. That's why ClaimsPro is built on service-oriented architecture and employs a highly configurable approach, featuring meta data and rules.

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, financial and compliance, workers' compensation and financial markets. With more than 35 years of experience delivering to more than 600 organizations globally, Sapiens has a proven ability to satisfy customers' core, data and digital requirements. For more information: www.sapiens.com.

Interested in learning more?   **Contact Us**

SAPIENS