

ClaimFLO

ClaimFLO is bespoke claims management software developed by claims specialists for claims specialists. Its users regularly feature at the top of customer satisfaction surveys.

Most policyholders judge their insurer or broker on price, but the acid test of loyalty comes when they make a claim. Fast and efficient claims management is therefore essential to client retention. A well-handled claim counts for a lot of expensive marketing.

The Problem

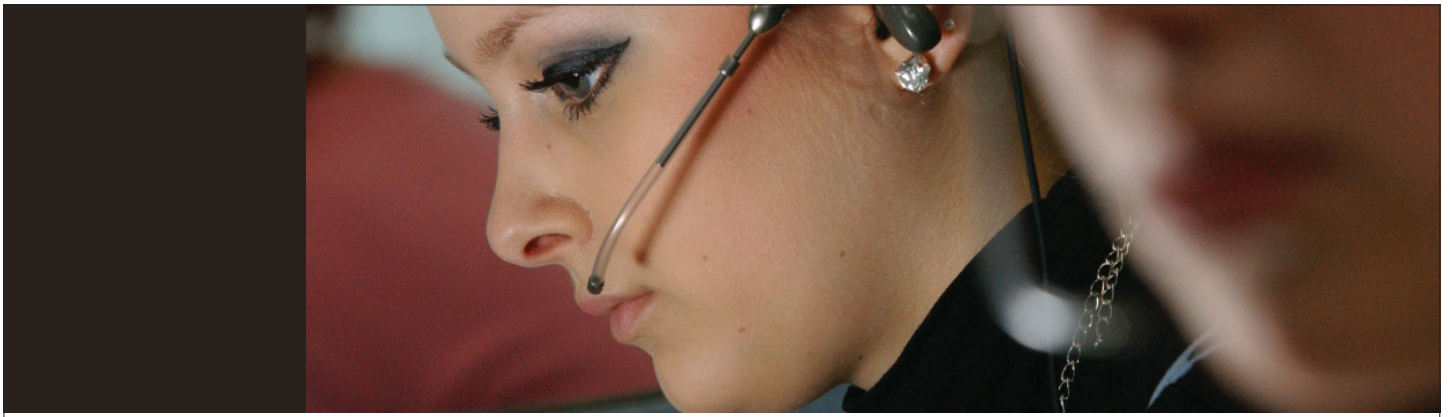
But....

- processing hundreds of thousands of claims annually can generate enormous overheads.
- claims-handling involves vast document generation, co-ordination and time management. The use of different systems or processes here creates an infinite capacity for error, delay, and increased costs.
- where large numbers of claims handlers and processes are involved, it's notoriously difficult to identify process bottlenecks or poor performance.
- FSA regulation means that insurers and brokers need to develop a more transparent and accountable relationship with clients. That can cost a lot of money.

The Solution

The solution to all these problems can be found with **workflow technology**. This is the application of process management software, proven in its efficiency over many years in labour-intensive procedures where multiple documents are involved.

- ClaimFLO is workflow technology specifically developed for claims management. As such, it provides a more efficient service to customers while actually cutting processing costs at the same time.
- ClaimFLO is adapted to mirror a client's existing claims management operation electronically so that all the procedures and tasks involved are co-ordinated in a systematic fashion.



- ClaimFLO does not replace the need for key staff but ensures the effective utilisation of the skills, experience, and time of every employee. It does this by automatically distributing each necessary task in the claims process to the PC of the most appropriate and available handler, thus ensuring maximum speed and efficiency.
- In short, ClaimFLO enshrines best practice. It ensures that productivity of the best applies to the rest.
- Reductions in the process cycle time and processing costs of anything up to half can be achieved as a result.
- ClaimFLO ensures a complete process transparency. Who did what and when? Defects can be identified sooner and dealt with more efficiently. This guarantees compliance with FSA regulation.

The Company

ClaimFLO is available through WNS Workflow Technologies, a company encompassing almost 20 years claims management experience.

Large-scale transitions and multi-site software deployment is a regular feature of our work.

WNS employs a team of PRINCE 2 Project Managers, Developers, Business Systems Analysts, Systems Engineers and Trainers to ensure delivery of projects on time and on budget.

The Software

ClaimFLO has a flexible Application Programming Interface (API). This permits data sharing with other systems.

Incorporating a web-browser interface, ClaimFLO enables secure remote access anywhere in the world.

ClaimFLO is currently integrated with a number of web-based third party and associated WNS workflow products. This integration allows supply chain automation, minimal manual data entry and automatic validation or rejection of loss estimates and payments.

**To arrange a free consultation with one of our experts, please contact:
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