

Living Systems® Automotive Insurance Claims Adjustment

- **Control every aspect of the claims adjustment process**
- **Flexible customization of processes to match your business**
- **Empowering case-oriented work styles**
- **Customizable monitoring dashboard for quick access to key performance indicators**
- **Web interface for Mobile Devices, including tablets & smartphones**
- **Rapid and trouble-free handling of exception situations**
- **Easy integration with existing services**

Living Systems® Automotive Insurance Claim Adjustment is an innovative process-driven claims adjustment solution. It elevates the flexibility and control over claims adjustment processes to a completely new level.

The solution is tightly bound to real business processes, reflecting your most up-to-date goals and objectives and delivering unprecedented efficiency in day-to-day activities. Through comprehensive and intuitive process diagrams, LSPS allows businesses to grasp their complex system behaviors, modify rules, and monitor progress in an unparalleled manner.

Controlling Complexity to Improve Efficiency

Business processes in the insurance industry tend to be a spiderweb of exception scenarios. In these situations, the standard process rules may not always apply, but trying to correctly follow the exception process procedures often results in a time-draining effort, which inevitably brings delays, customer dissatisfaction and additional costs. Living Systems Automotive Insurance Claim Adjustment addresses these issues by capturing all the complexity of your business processes, thus minimizing the human processing errors and improving the time needed to close the case. By having processes and goals in the system, instead of just specifying them, employees are able to shed time-consuming tasks to focus on their core business roles.

Monitoring - The key to the success

Living Systems Automotive Insurance Claim Adjustment provides managers with the necessary information exactly when they need it. With its extensive monitoring capabilities, business owners can always check the details of how a single claim was handled or view the real-time status of active claims - which activities and decisions are pending or completed. Analytics enables a business owner to view the model from a broader perspective. For example, analyses may reveal a consistent bottleneck within the claim initiation process which could be eliminated by a change in the process model, thus saving time and increasing customer satisfaction. In addition, a wide variety of reporting widgets can be placed on the web-based

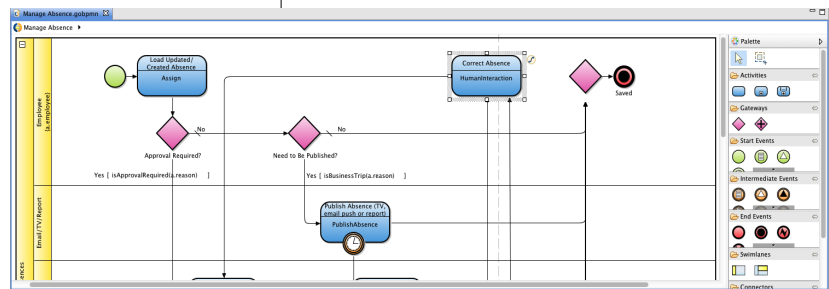
interactive dashboard, giving the business owner complete control over the system, including the ability to examine key system indicators. Accessible from any Web interface, business owners can stay informed in the office or on the road.



Product Features

Complete process coverage

Template processes cover all functionality, from the moment a claim enters the system to the moment the case is closed. All workflows are configurable to reflect the specific business rules of every individual organization.



Tasks as the key to the efficiency

Users interact with the system through the concept of tasks. Each time a user is required to perform some activity, the system sends a notification, and the task is shown in a personal task list. Tasks can be distributed to role groups, or individuals tasks queues, taking into account task parameters and priorities. Tasks taking too long due to backlogs can be automatically delegated to another member of the group or escalated to a manager. To ensure compliance, data is validated on entry to ensure all required information or actions are complete before progressing to the next steps. The result is that users make more efficient use of their time, saving cost to the customer.

Configurable Monitoring dashboard

The Web-based, interactive dashboard lets users see exactly the information pertinent to their roles. Available on the intuitive dashboard are a set of comprehensive widgets that provide key indicators and summary reports on work status. Widgets can be adjusted, added, rearranged, or removed at any point to provide users with their personalized views. Likewise, through the dashboard, managers can pull ad hoc reports and see multiple views of data to obtain the most comprehensive picture of both individual processes and the business cycle in its entirety.

Powerful customizable notification mechanism

With various system events, be they routine notices or alerts of pending or existing problems, users and managers need to be notified. Whether it is e-mail, SMS, Smartphone apps, or another channel, Living Systems Automotive Insurance Claims Adjustment provides the mechanism that best suits each company and each user.

Seamless integration with external services

Integration with external services has never been so easy. Whether by using mature Web-services support or custom adapters, our system can communicate with any of third-party software already in use.

Standard technology stack

Our solution is based on the Living Systems® Process Suite, which provides intelligent business process management on a fully standard JEE infrastructure, supporting all popular application servers, databases, and computing platforms.

