

claimsview

# ClaimsView From 3Sixty Systems

A Next Generation Claims Management Platform



# Key Features and Business Benefits

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ClaimsView provides an automated and collaborative approach to claims management that can help your organisation reap immediate benefits.

- Specifically developed for the mass volume claims market
- Extremely flexible, fully scalable and highly secure .Net platform
- Built-in best practice
- Fully configurable to match any organisation's exact requirements
- Multi-user, multi-level access
- Highly secure extranet
- Advanced search of current and archived files
- Powerful MI reporting and custom dashboard capabilities
- Automated report generation and delivery via email
- Links with email, Word, Excel and PDF for output of reports
- Track and store all outbound and inbound mail/email correspondence
- Links to scanners with email capability to attach documents directly to claims
- Outlook toolbar facility to link email correspondence to claims
- Automatic alerts when new information added
- Diarising of follow up activities
- Click to dial telephone capabilities and inbound call pop-ups
- Detailed claims trends analysis
- Multi browser/any device access
- Batch import of historical data
- Full and seamless integration with Oracle and SQL Databases, accounts and payroll software, Microsoft SharePoint, SAP, ECF, ClaimBase Panoramis, Brokersure and other Acord Compliant systems

# Next Generation Claims Management

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With up to 70% of revenues being consumed by the management and settling of claims, it is unsurprising that insurers the world over are investing heavily in technology that can deliver significant savings via streamlined processes and automated workflows.

As current market conditions fuel the drive for overall operational efficiencies and a reduction in overheads, the next generation of claims management systems offer insurers a range of solutions to enable them to settle claims with greater speed and at a lower cost to the business.

*"The system enables us to capture and track thousands of claims per annum in an efficient yet comprehensive manner. It not only captures a wealth of claims information but also has a powerful Microsoft reporting engine that extracts the data for high-level reporting and risk management purposes."*

**Neil Sully**  
Executive Director, Devonshire Claims Services

ClaimsView delivers the very latest in claims management technology with the added bonus that its feature rich, cloud based\* platform can be fully configured to match and enhance any organisation's claims processes without breaking the bank. [\*Please Note: ClaimsView is also deployable on premise].

Built using the latest Microsoft .Net technologies, the ClaimsView platform has evolved on the front lines of the volume insurance claims market over the past 13 years. The result is a fully scalable, highly flexible, out of the box technology that can be 100% configured or customised to meet and exceed any organisation's exact requirements.

With detailed statistical data available at the touch of a button, covering specific claims and entire claims portfolios, coupled with performance enhancing functionality, including instant alerts, ClaimsView delivers a powerful competitive advantage when it comes to expediting claims to final settlement, forecasting and assessing risks, monitoring schemes and setting premiums.

# Improved Claims Handling Performance

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Even in today's hi-tech business environment, claims management is heavily reliant upon an alarming degree of time consuming, paper-based manual administration and repetitive data input.

As belt tightening continues around the globe, it is more important than ever to ensure that processes are streamlined to enable staff to be as productive as possible. ClaimsView's paperless and fully auditable processing capabilities speed up the administration of claims, leading to cheaper and faster resolution.

An Outlook toolbar ensures that emails can be easily forwarded and attached to claims files and the system can also be configured to scan, store, reference and archive all inbound and outbound claim related communication and documentation in secure data centres.

Besides the obvious time saving and compliance related benefits that come with the availability of fully audited and quickly traceable information, additional business advantages are delivered in the form of more effective management of workloads and resources, plus enhanced capacity planning.

Automatic alerts ensure that claims handlers are notified when new information or correspondence is inputted in to the system, be it a scanned letter, email or manual note, and the system's ability to create and store pre-defined templates, such as letters and emails, speeds up communications whilst ensuring professional standards are maintained.

Add to this the productivity triggers that help monitor and evaluate business, team and individual performances, with optional click to dial telephone capabilities and inbound call pop-ups, plus the "multi-browser / any device" access, and you truly have an *anytime/anywhere* system that frees up claims teams to focus on early and efficient claims settlement.

# Superior MI Reporting Capabilities

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In an environment where access to information is critical to making better decisions and achieving overall business success, empowering people to quickly find and understand the data they need is the key to successful claims management.

Because ClaimsView records, in detail, all relevant information regarding the current status and history of a given claim and also offers faster access to electronically archived files, anyone involved in the claims management process can easily search for vital data.

The platform's advanced report generator links with Email, Word, Excel and PDF for output of reports which can be scheduled to run automatically or can be emailed to recipients on timed delivery.

Alternatively, custom reports can be created on demand, based on any field and selection criteria – as long as the data is in the system, it can be reported on.

A powerful search facility enables the correlation and querying of current and archived data and, when it comes to importing historical information, batch imports negate the need for any manual data input, ensuring that the system is up and running as quickly as possible, delivering immediate value to the business.

*With the ability to deliver detailed claims trend analysis across current and historical files, ClaimsView enhances a claims handler's ability to settle claims with greater speed and confidence.*

What's more, highly secure 'Extranet' access to enhance external communications, coupled with the availability of custom dashboards, ensures that information is available to those who need it, when they need it and in the format they need it.

# Seamless Integration and Configuration

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Many organisations are faced with the challenge of replacing aging, legacy systems that are difficult and costly to maintain, with more efficient and flexible alternatives – understandably, finding the balance between a ‘rip and replace’ strategy and leveraging what is already in place, is often difficult to achieve.

Those that have succeeded in rising to this particular challenge have either developed, or bought in, software and expertise that cost effectively and efficiently centralises and analyses enterprise data, delivering instantaneous access and real time Management Information housed in one place with an easy to follow trail.

*Backed by a wealth of technical and consultative experience, we offer a full range of services to ensure the smooth delivery, seamless configuration and integration with legacy systems and bespoke customisation of your Claims Management Platform.*

With up to 70% of an IT department’s time and budgets being dedicated to the maintenance and support of legacy systems and equipment, many simply do not have the time or resources to deliver innovative applications and technology solutions.

Working in conjunction with in-house IT teams, our bespoke services team provides a full integration service, including integration with Oracle and SQL Databases, accounts and payroll software, Microsoft SharePoint, SAP, ECF, ClaimBase Panoramis, Brokersure and other Acord Compliant systems, as well as architecting bespoke .Net applications, freeing up IT resource to focus on day to day systems management.

And when it comes to customising the claims platform to meet your organisation’s exact needs, the system’s flexibility allows for fully adaptable and editable workflows, processes and layouts.

# Why ClaimsView and 3Sixty Systems?

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As an integral part of the **Triton Global Group**, our clients have the peace of mind in knowing that they are working with and supported by an extremely secure and financially stable technology partner.

More importantly, Triton Global is at the heart of a Group of Businesses providing niche services to Insurers and Policyholders in specialist areas of the insurance world.

As the main IT support and software development arm of Triton, we've earned our stripes on the front lines of the mass volume claims management sector and our systems have been developed specifically to meet and exceed the needs of the group's large insurer and broker clients.

As a result, ClaimsView gives you all the benefits of a bespoke claims management solution, minus prohibitive development and implementation costs and can be delivered as a cloud based service over the internet (hosted in our Tier 1 Data Centre) or deployed on-premise.

*Backed up by first class service support, as standard, and a guaranteed service level agreement, we can also offer a worldwide support capability.*

If you would like to find out more about the ClaimsView platform, or discuss your organisation's specific claims management needs, please contact **Dean Watmough** on **0333 010 7998**.

Alternatively, please get in touch by email at [dean.watmough@3sixtysystems.com](mailto:dean.watmough@3sixtysystems.com), or you can visit our website at [www.claimsview.co.uk](http://www.claimsview.co.uk).

We offer a free, completely confidential, in-depth consultancy service and are happy to provide system demonstrations at our London headquarters or at your premises.

We look forward to hearing from you soon.