



# Claims Workbench

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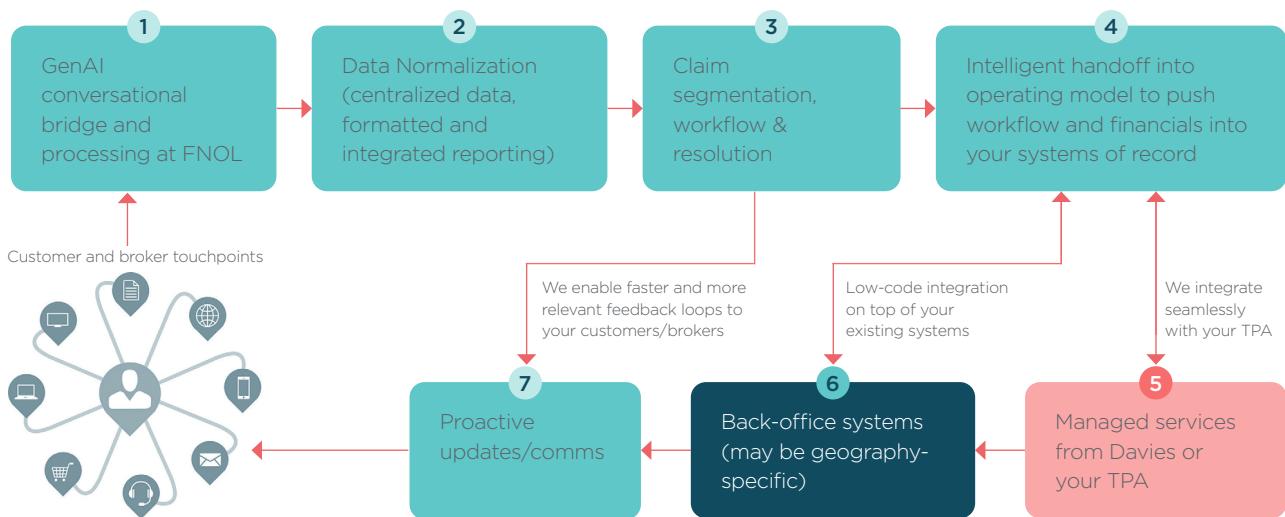


Claims teams face growing pressure to deliver faster, smarter, and more consistent outcomes—without sacrificing customer experience or compliance. The Claims Workbench from Davies meets this challenge with a seamless, low-code platform that enhances workflows across insurers, brokers, and TPAs.

## Our solution

Powered by GenAI, the Claims Workbench streamlines first notification of loss (FNOL) intake, normalizes data, and segments claims for quicker resolution. Real-time data exchange, advanced analytics, and bi-directional integration with core systems further ensure every claim is processed with speed, accuracy, and transparency.

The Workbench enhances efficiency and decision-making by integrating directly with your existing infrastructure and application landscape. Its ecosystem features multichannel GenAI-powered intake, bi-directional API connections to policy, claims, and financial systems, intelligent fraud and subrogation feedback, & full portfolio management capabilities.



These capabilities come together to form a robust, end-to-end solution that enhances every stage of the claims lifecycle. Key features include:

GenAI triage & FNOL processing	Receiving conversational intake via voice or text, with multilingual support and assistive adjudication tools.
Data normalization & segmentation	Standardizing and formatting data to enable intelligent claim triaging.
Real-time analytics & reporting	Tracking frequency, severity, loss ratios, and customer experience metrics.
Low-code integration	Deploying over your legacy systems with minimal disruption.
Managed services layer	Including legal propensity analysis, actuarial feedback, exposure modeling, and vendor performance management.

## Strategic benefits

The Claims Workbench delivers measurable financial impact and strategic business value—helping organizations reduce costs, improve customer experience, and accelerate growth.

## Operational gains

The customer experience is improved through faster FNOL, proactive communication, and a more streamlined claims resolution process.

Enhanced operational capacity enables efficient management of catastrophic and surge events by filtering out straight-through processing opportunities and ensuring claims are routed to the appropriate adjusters.

Improved reporting capabilities, robust audit trails, and strengthened compliance measures contribute to a reduced risk profile.

	How	Through	Impact
Reduced indemnity spend	Better segmentation, exposure-driven handling, faster resolution, and more accurate decisions reduce overpayments and leakage.	Faster identification of complexity and exposure along with litigation propensity/management, recovery, fraud; automated prompts to avoid over-reserving.	Typical range of 5–8% reduction in indemnity costs depending on the line of business.
Lower operating expenses	Automation of routine tasks, improved triage and optimized resource allocation allow adjusters to handle more non-complex files or focus on high-value complexity.	The shift of admin work from adjusters to AI tools; reduction in handoffs and rework; Prioritization of work.	Typically 10–20% reduction in claims operating costs (FTE, external vendor use, etc.).
Improved reserve accuracy	Real-time data and better exposure-based decisioning allow more accurate reserving & faster closures, freeing up capital.	Reserve release from claims closed earlier or managed with tighter oversight/exposure management.	Can yield millions in freed-up capital depending on portfolio.

## Implementation

To ensure successful adoption, we follow a collaborative onboarding process designed to align with your strategic goals and operational realities. Steps include:

### 1 Vision - Value Workshops

#### Workshop 1:

Vision – Understand your challenges, constraints, and goals.

#### Workshop 2:

Value – Define measurable outcomes across financial, operational, and experiential dimensions.

Identification of short- and medium-term solutions giving immediate value.

Long term strategy for full Claims Workbench deployment with tailored phases to fit your processes, priorities and ambitions.

Completed in 6–8 weeks depending on scope.

### 2 Process and Data Assessment delivering a targeted and achievable roadmap

- Targeted analysis of the key areas identified in workshops with a deep dive into your operational data and processes.
- Engagement across all levels of your team to ensure complete analysis.

This approach ensures rapid deployment, measurable impact, and a future-ready claims operation built around your unique needs.

## Contact us to experience it first-hand:

Reach out today to schedule a demo or learn more.

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