



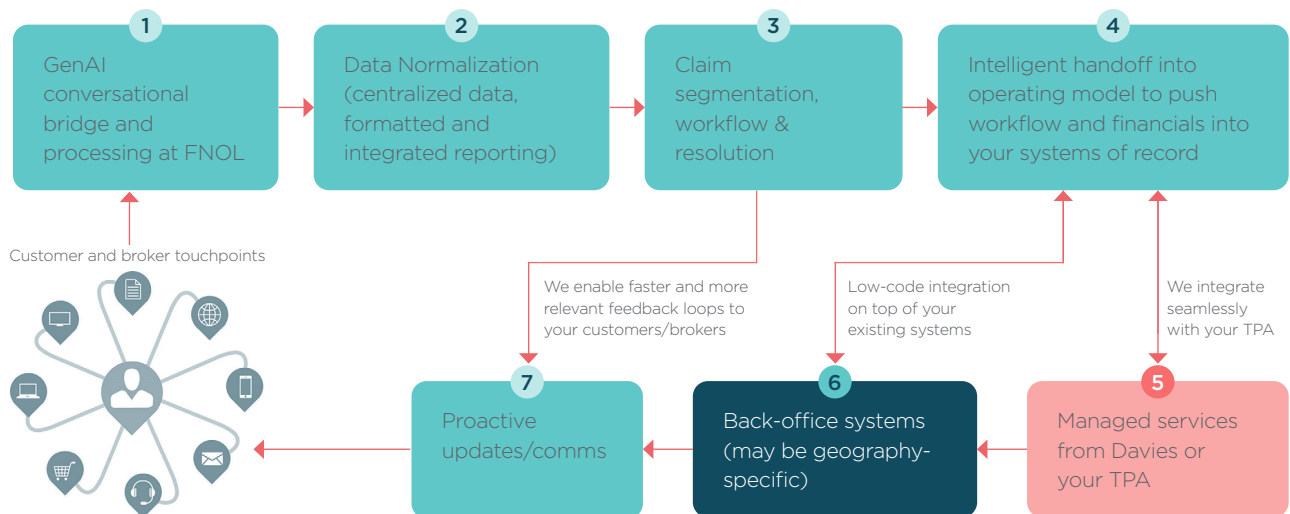
Claims Workbench

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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