

Davies Consulting

Claims

Putting automation to work in claims operations

Putting automation to work in claims operations

From first notification of loss to processing payments, there are a range of opportunities to use automation to streamline the handling of insurance claims, reducing cost and risk while driving customer satisfaction. Our experts can help you capitalise on these, identifying the most relevant uses for automation and then working with you to design and deliver the solution.

For insurers, claims aren't just a major cost; they're also the area of your business that has the biggest impact on your reputation. You want to handle claims as quickly as possible, both for the customer and in terms of the time it takes up your team, but also accurately. All of this makes claims handling an ideal candidate for automation.

At Davies Consulting, we've helped insurers harness the potential of intelligent automation at every stage of the claims process. We've worked with mass market and highly specialist insurance providers to introduce automation for:

- First notification of loss, putting in place digital solutions that capture all the necessary information and can flag potentially fraudulent claims at this early stage
- Straight through processing, using virtual workers (bots) to gather details and provide immediate answers to common customer questions, so that claims can swiftly pass through initial administration tasks to assessment, with minimal manual intervention
- Third party instructions, such as preparing and sending requests to suppliers
- Initiating recoveries processes at first notification of loss
- Payment processing and allocation
- Customer communication throughout the claims journey, enabling standard notifications to be sent automatically at key points.

In each area, automation accelerates the task, reduces manual errors and leads to a better overall customer experience – enhancing your reputation.

Using automation to improve response times for an ICT service desk

We take a pragmatic, commercially-led approach to intelligent automation, working with you to identify and quantify the opportunities so you can decide which offer the most potential for your operations. We'll draw on our broad experience working in and with leading insurers to redesign and streamline processes, recommend technologies and highlight risks.

Then, once you've determined the approach, we can work with you to design and deliver the change programme, working out the optimal sequence for introducing automation to different parts of the operation.

Our Approach

For us, automation is a means to an end: helping you achieve your customer experience vision. We have all of the skills to define, design, deliver and manage a successful enterprise-wide automation capability. We work in collaboration with our clients to align our resources with those already in place and get teams bought into the project. This collaborative approach lets our clients move fast and scale-up sooner.

In practice

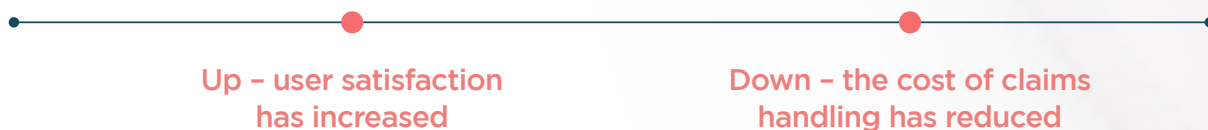
Streamlining travel claims

A specialist provider of white label travel insurance wanted to introduce a more consistent, streamlined claims handling process across all its clients. It asked for support to develop an intelligent app, that could be easily customised to different brands but that used the same underlying automated processes.

We helped scope the requirements – understanding what information was required to set a claim in motion. We then looked at the steps in the internal process, such as where advisors would normally send out a form, to identify how these could be automated. Then we worked with our Davies Group partner, Codebase8, to create an app that achieved the client goals.

The new app has now been rolled out across the majority of the white label services with considerable success. End user satisfaction is high – good news for the insurer's clients, whose brand is at stake – while the automated process has reduced the cost of claims handling for the insurer.

The delivery was well-timed, with the automated solution up and running ahead of the COVID-19 pandemic, which led to a huge increase in travel claims.



Get in touch

To find out more about the opportunities to use intelligent automation within your claims handling, contact us today.

Chris McIlduff

Chief Customer Officer
Davies Consulting

+44 (0)7776 965 326
chris.mcilduff@davies-group.com

Michael Anderson

Vice President (US/Canada)
Davies Consulting

+1 647 929 9002
michael.anderson@davies-group.com



Davies Limited

Registered Company No. 06479822

Registered in England and Wales

Registered Office:

7th Floor, 1 Minster Court, Mincing Lane,
London, EC3R 7AA

Copyright © (2020). All rights reserved.

The Davies logo is a registered trademark
and is used under licence.

davies-group.com/consulting

DISCLAIMER: This document is intended for general informational purposes only, does not take into account the reader's specific circumstances and is not a substitute for professional advice. Readers are responsible for obtaining such advice from licensed professionals. The information included in this document has been obtained from sources we believe to be reliable and accurate at the time of issue. The issuer disclaims, to the fullest extent permitted by applicable law, any and all liability for the accuracy and completeness of the information in this document and any acts or omissions made based on such information. No part of this document may be reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical photocopying, microfilming, recording, scanning or otherwise for commercial purposes without the written permission of the copyright holder.