

# Document Management in Insurance

Claims Management Solution Faster,

## More Efficient Claims Processing USE CASE DESCRIPTION

The accessing and processing of claims content is often time-consuming and inefficient, resulting in dissatisfaction among customers and employees. Insurers need a solution to support the astronomical rise in volume and types of content associated with modern claims.

Managing PDFs, Word files, videos, audio, photos, and more can result in duplication of content and work, and at worst—content is lost. Often, the alternative is building custom interfaces requiring months of development work.

With the a DMS Claims Management Solution, insurance carriers of all sizes and types can extend their existing Claims Management Systems, as well as email, CRM systems and more - with robust enterprise content management functionality.

Content can be viewed, modified, managed, and shared among claims adjusters and external third parties more quickly and easily. Its modern interface and focus on user experience make it easier and faster than ever to onboard new users, support a remote workforce, and quickly respond to a changing market.

Key capabilities include the centralization of all claim and policy details within a customer’s existing claims management system as the “source of truth,” while all supporting multimedia content resides in a simple, digital claim folder view, allowing each system to excel at what it was designed to do. The solution can be used “as-a-service,” immediately, with minimal configuration and effort, without the cost and complexity of deploying, managing, and updating a platform.



## BUSINESS GOALS

Digitally transform claims processing to make it faster and more efficient and improve customer and employee satisfaction

Centralize multiple systems into a digital claim file view— one single source of truth, and a single viewer for all format types (documents, video, audio, pdf and more)

Securely communicate information among claims adjusters and third parties using advanced document manipulation, annotation, and redaction

Implement an integrated solution to save critical data entry time and effort and reduce errors • Reduce legacy infrastructure and modernize to the cloud

### HOW A DMS CAN HELP

A complete, single platform to receive and manage claims content including structured and unstructured digital media

Easy to use streamlined interface for efficient claim document processing —users can quickly find documents, no formal training

All claim documents across multiple formats (PDF, Microsoft Office files, images, audio, videos) viewable from a single interface

A central web based content platform to reduce operational content storage and management costs



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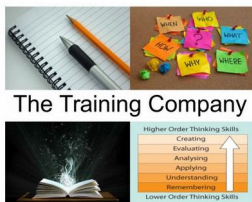
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