

Property & Casualty Insurance Provider

Business Challenge

A Fortune 500 Property and Casualty Carrier had an outdated content management system that could not scale with the growing volume of transactions, documents and users. It frequently crashed for hours and even days, causing productivity and customer service levels to dramatically drop.

Solution

After performing a walk-through of their claims process, Pyramid Solutions identified two areas where the Carrier could gain productivity: processing and content management. The solution consisted of integrating IBM Case Manager and IBM Datacap with Guidewire ClaimCenter for a seamless claims processing solution that ensures scalability, management visibility with real-time dashboards, and more efficient processes for managing content.

Business Benefits

- **Task productivity savings**
- **Reduced onboarding costs**
- **Eliminated down time**

