

Nationwide P&C Insurance Company

Business Challenge

The nationwide P&C insurance provider's main challenge was their inability to efficiently manage claims content. Their current content management system was a huge bottleneck that prevented claims users from efficiently assessing content. This created a series of additional challenges:

- Abundant re-work
- Inability to identify FNOL or legal demand letters for immediate processing
- Claims users jumped from one application to the next causing lost productivity

Solution

Leveraging IBM Datacap and IBM Case Foundation, Pyramid Solutions provided a solution that fully integrated into the insurer's existing Guidewire UI, providing the following functionalities:

- Automated intake and classification of key information on emails, faxes and paper documents into Guidewire
- Automatically trigger work in Guidewire based on incoming or trailing documents
- Automatically identify demand letters and FNOL documents for priority processing
- Users can view and search content within the Guidewire user interface, eliminating multiple claims systems

Benefits

- Reduce time to process a claim – from intake to completion
- Reduce operating expenses
- Priority-processing of FNOL and other claim documents
- Increase competitive advantage from better customer experiences
- Automatic classification and extraction from documents
- Reduced cycle time of processing critical documents and a claim