

Insurance eXpeditor



Business Challenge

The Insurance industry continually faces many challenges in supporting existing customer claims and gaining new customers. When the dynamics of the industry and wide customer base are combined with the variances and complexities of claims and policies, it becomes difficult for an organization to “neatly” define the processes that they have to follow. Traditional approaches aren’t able to account for the wide variety of activities and requests required in supporting customers.

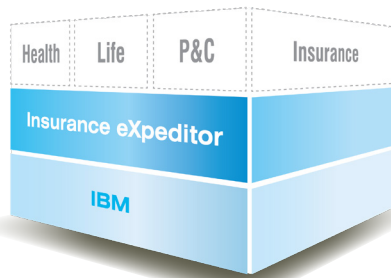
Insurers are looking for solutions that are scalable, flexible and well-defined where it makes sense. There is no such thing as a standard underwriting policy or completely straightforward claim, each customer and each claim is unique and requires a specialized approach that still applies structured and automated processes in the areas that make sense.

Responsiveness and personal attention is key to servicing and retaining customers. However, many organizations lack immediate access and insights to client documents and information, policies, claims and a full 360-degree view of the client relationship to resolve requests quickly and escalate client requests as is needed. Paper-based and disjointed processes stifle information exchange, collaboration, productivity, and make it difficult to reallocate work between staff members or operations centers. Management visibility into overall performance and traceability (history and audit) of transactions is arduous at best.

To accelerate underwriting and claims process, institutions need operational resiliency with a powerful, highly scalable automation platform.

Solution

Pyramid Insurance eXpeditor and **IBM Cloud Pak for Automation** helps providers grow their business by improving responsiveness to current customers and simplifying the intake of new customers. Leveraging industry-leading cloud technology from IBM, Pyramid Insurance eXpeditor complements a company’s Claim’s management system and Underwriting system.



User roles:

- Agents
- Policy Setup
- Processing
- Underwriting
- Quoting
- Support
- Claim Representatives
- Legal
- Central Processing
- Management
- Quality Control

Manages requests for:

Underwriting

- Application Review
- Setup
- Processing
- Underwriting
- Quoting
- Policy Setup

Claim

- Loss Notice Review
- Support
- Claim Processing
- Legal
- Quality Assurance
- Correspondence

Our solution contains:

Template/Starter Packs

- Claim Template
- Underwriting Template
- Standard Processing eForm Starters

Business Rules

- Document Filing Rules
- System Of Record Verification Rules
- Due Date Rules

Document Classification

- Standard Underwriting Documents
- Standard Claims Documents

Pyramid ACM Catalogue

- Widgets
- PACE Operations
- Case Operations
- Pyramid APIs

Automated Processes

- Document Arrival
- New Loss Arrival
- Application Arrival

Achieve your process transformation goals by:

- Digitizing, classifying and extracting key fields from client documents using advanced capture technology.
- Providing employees the ability to control their work
- Automating routine and repeatable tasks allowing employees to focus on more complex and variable activities.
- Task based workflow processes delivering task details to the appropriate support personnel.
- Providing a 360-view of the thier customers and tasks requests for all roles associated with the item.
- Enhancing management visibility via comprehensive operational dashboards, which enable management to take action when service level agreement deadlines are at risk.
- Offering a flexible and agile business solution to meet the ever changing regulatory and competitive landscape.

Why IBM Cloud Pak for Automation?

Your cloud, your choice

- Deploy and run on any cloud platform. Migrate existing automation runtimes without application changes or data migration.

360-degree view of your operations

- Collect and centralize business and system data across all platform components, gaining real-time operational performance visibility for business managers.

Easy to buy and operate

- Run the platform in one flexible package with simple, consistent licensing. Only pay for what you need. Reallocate licenses to other platform capabilities in the future.

Intelligent digital workers

- Build and deploy digital workers to collaborate with humans wherever a higher level of productivity can be achieved.

Integrated capabilities

- Take advantage of integrated workflow, content, decisioning and capture capabilities to help you intelligently digitize and automate all types of work at scale.

Pyramid Solutions, Inc., an IBM Software Business Partner, specializes in IBM Cloud Pak for Automation to drive business growth through best-in-class solutions. With our unique combination of industry expertise, strategic thinking and technology leadership, Pyramid Solutions solves business and technology challenges by delivering visionary solutions that produce exceptional results.

For more information, please email sales@pyramidsolutions.com or visit pyramidsolutions.com

PYRAMID
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Competency
Digital Business Automation

**Authorized Systems and
Storage**
Storage
