

# Content Management For Claims Processing

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Why deal with a system of disorganized, unsecured content that only slows your claims processing? Built to seamlessly integrate with third-party systems of record (SOR) such as Guidewire ClaimCenter and Duck Creek, our Content Solution leverages the latest technology in data capture, cognitive computing, advanced case management, enterprise content management and electronic signature — allowing you to simultaneously deliver secured content to multiple business areas and users across an enterprise.

Without a structured content management system in place, you risk messy document organization and unsecured content — causing setbacks to your productivity in claims processing and putting your customers' sensitive data at risk.

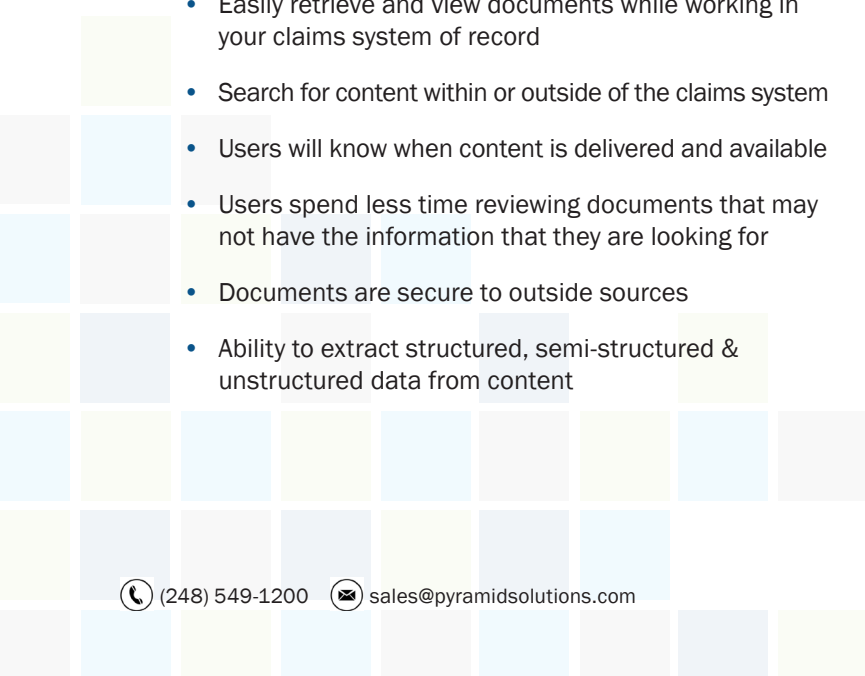
**Our content management solution can simultaneously deliver secured content to multiple business areas and users** across an enterprise, which allows your SOR to be used to its fullest potential. Using our solution to externalize content improves business capabilities and efficiencies across an enterprise, which in turn provides better customer experiences.

## No More...

- ✗ Disorganized content
- ✗ Unsecured customer data
- ✗ Jumping between applications
- ✗ Duplicate documents
- ✗ Lack of controlled access to content

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## Benefits You'll See:

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- Easily retrieve and view documents while working in your claims system of record
  - Search for content within or outside of the claims system
  - Users will know when content is delivered and available
  - Users spend less time reviewing documents that may not have the information that they are looking for
  - Documents are secure to outside sources
  - Ability to extract structured, semi-structured & unstructured data from content
  - Ability to provide controlled access to documents based on the user's role/department to ensure information is in the right hands
  - Documents can be configured for records retention schedules, making it easy to transform active documents into compliant records for full document lifecycle management
  - Audit trails automatically track exactly how information is being accessed for ongoing regulatory compliance

## How It Works



We implement our content management solution based on your objectives.



Your Claims SOR is integrated with our content management solution.



You get to customize how your SOR works with content through linking, notifications and more.

## Content Services We Offer

### Consulting

- Assess your current processes
- Define a technology strategy
- Redesign your business process(es)
- Strategize a migration or content export
- Create a project roadmap
- Define costs, benefits and risks

### Customization

- Configuration of system to present content in areadable structure per clients' needs
- Configuration of interface to provide quick access to needed content
- Ability to find content through multiple views
- Integration with system of record

### Development

- Document capture ingestion methods
- Workflow automation
- Electronic forms
- Monitoring and dashboards
- Automated notifications
- Document viewing and management

### Migration

- Migration of content to new repository
- Definition of meta-data and additional data according to enterprise needs
- Restructuring of content and data to apply best practices

## Get a Handle On Your Content

**Why deal with disorganized content that sets back your claims processing process?** With over 20 years of experience, we know the best way to integrate and enable a content solution that'll seamlessly work with your claims system of record. Reach out today for a free consultation to see just how your content can be managed quickly and efficiently.

## Why Pyramid Solutions?

- ✓ We work with top-notch partners
- ✓ We have a dedicated team
- ✓ We have 30+ years of handling automation technology
- ✓ We specialize in the insurance sector