



# Symbility Claims Connect

## Collaborate across the claims cycle for faster time-to-resolution

Symbility **Claims Connect** is a collaborative workflow management tool that lets users analyze their entire claims process, properly manage the workflow and effectively collaborate with multiple claims parties. The open architecture design of this web based technology seamlessly connects a variety of applications to achieve a fully integrated claims solution.

### Collaborate

Working with different claims participants and their individual software systems can challenge communication efforts.

**Claims Connect's** sophisticated synchronization and compression technologies enable data movement in real-time between the field, head office and other participants while providing instant notification to all claim participants. All participants may take action on a claim in parallel, not serially. Additionally, read-only claims access may be given to anyone with a vested interest in a particular claim. Guest users are able to see the real-time progress of a claim without modification rights. Giving agents, or even policyholders, guest user access allows these users to view a claim and see its status instantly. The possibilities for collaboration are endless.

### Evaluate

Analyzing claims data is an increasingly important aspect of claims management. Reducing the barriers to gaining instant access to the data and metrics is a necessity for property and casualty insurance management teams. **Claims Connect** lets you run custom reports based on the information you need. Reports are generated instantly and may be changed and reconfigured within seconds. With no hidden fees for accessing claims data, managing and analyzing KPIs becomes an effortless and cost effective process.

### Integrate

**Claims Connect** integrates with existing systems, opening up the workflow between programs, departments and people. With a comprehensive and mature Application Programming Interface (API), **Claims Connect** can be easily adapted to push and pull information from your existing systems into the Symbility application. Through this API your claims system can send data into **Claims Connect**, existing claim files or new claims files. The API also provides several methods which can be called to initiate actions such as assigning claims to adjusters or changing claim status. Your data can be exported or imported not only from your internal systems, but from your vendors' systems as well. Systems can be integrated through both the home office and vendors, allowing for real-time data exchange and the ability to audit claims as they occur.

### Innovate

Symbility **Claims Connect** provides:

- a panoramic view of the claims process for faster collaboration
- real-time data movement between field, head office and other stakeholders
- secure, rights-defined access to claims data for policyholders
- instant notification on claims status to key claims participants
- rapid and customizable report generation for KPI measurement
- flexible API to integrate seamlessly with your internal and external systems
- ability to import and export data with ease

**Contact Symbility today to learn more about Claims Connect.**

