



Streamlining insurance claims

Optimized handling through end-to-end process

Axon Ivy supports insurance companies with a claim management solution for automotive, life, and property claims. The integration of internal and external adjusters and reviewers in a consistent end-to-end process ensures fast processing, reduced error rates, and increased customer satisfaction.

Challenges

- Many stakeholders in claims processing
- Integration of external entities involved in the process, including international
- High process complexity and diversity
- Differences in Service Level Agreements (SLAs) make fully structured processes unrealistic

Highlights

- Acceleration of claims management by 50%
- Improved human resources utilization through workload planning
- Establishment of personal processes and functions
- Automated and personal task prioritization

Solution with Axon Ivy

- Total digital application for complete claims administration
- Intelligent Adaptive Case Management with the handling of different SLAs
- Management of the various, partner-specific SLAs
- Bi-directional integration with third-party systems

Reasons for Axon Ivy

- Modern, efficient user interface
- Experience in the insurance industry
- Seamless integration with backend insurance systems
- Intuitive process application (no need for training)

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