

Intelligent Claims

The claims process is arguably the most important process within the risk management and insurance lifecycle. Unfortunately, the claims process is typically time-consuming and labor-intensive. The resulting inconsistent processes and inefficient data management sap resources and slow turnaround times, which leads to increasing severity, costs, and a poor claims experience.

Riskconnect's Intelligent Claims Processing enriches the claims lifecycle with predictive insights based on tens of millions of historical claims. It embeds analytics and AI capabilities into claims workflows to automate tasks and augment claims adjuster expertise to drive faster, smarter decisions.



ENHANCE ADJUSTER EFFICIENCY



Augment adjuster expertise with predictive scores to accurately assess claims.

DELIVER BETTER CLAIMS EXPERIENCE



Automate simple tasks while receiving recommendations on complex decisions using an embedded AI-based claims decisioning engine.

REDUCE CLAIMS COSTS AND EXPENSES



Quickly identify claims anomalies and shorten claims duration.

EMPOWER CLAIMS ADJUSTERS AT EVERY STEP

- Enhance efficiency by evaluating each piece of data to make a decision or recommendation on next best action.
- Extract and summarize adjuster notes, complex claims documents, and other unstructured data instantly.
- Assign complex claims quickly to the most experienced adjusters.

RESOLVE CLAIMS FASTER AND MORE ACCURATELY

- Forecast future claims actions based on historical data and market trends.
- Use statistical analysis to score claims for the likelihood of litigation.
- Utilize advanced analytics to estimate expected time to closure at any point in the claims lifecycle.
- Score and rescore loss reserves whenever new data is added to the claim file.

IMPROVE CLAIMANT SATISFACTION WITH GREATER TRANSPARENCY AND FAIRNESS

- Ingest structured and unstructured data to automate routine tasks, notifications, and alerts.
- Apply machine learning algorithms to identify high-risk/severity claims earlier in the claim lifecycle.
- Track automated actions and AI-based decisions triggered for transparency and claims reviews.
- Measure key metrics and time savings associated with automation along the claims path.

Integrated Risk Management Solutions:

INSURABLE RISK

- Risk Management Information System
- Claims Management
- Billing
- Policy Administration
- Health & Safety

ACTIVE RISK MANAGER

HEALTHCARE RISK & PATIENT SAFETY

GOVERNANCE, RISK & COMPLIANCE

- Enterprise Risk Management
- Third-party Risk Management
- Environmental, Social & Governance
- Compliance
- Internal Audit
- Internal Controls Management
- Policy Management
- Project Risk Management
- IT Risk Management
- AI Governance
- Business Strategy

BUSINESS CONTINUITY & RESILIENCE

- Business Continuity Management
- Operational Resilience
- Emergency Notifications
- Crisis Management
- Threat Intelligence

About Riskconnect

Riskconnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real time to strategic and operational risks across the extended enterprise.

More than 2,700 customers across six continents partner with Riskconnect to gain previously unattainable insights that deliver better business outcomes. Riskconnect has more than 1,500 risk management experts in the Americas, Europe, and Asia-Pacific. To learn more, visit riskconnect.com.

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