



IDIT™ Claims Management

An enterprise web-based SOA application for general insurance claims management, geared to increase handler productivity and reduce claims reporting and settlement process costs.

IDIT™ Claims Management module provides full management of the claims reporting and settlement process. The functional strength of the system is primarily:

- Early claim validation (association of a claim with a policy)
- Damage, & questionnaire setup wizards with wide, almost limitless customization capabilities
- Increased processing capabilities of each claims adjuster
- Improved process control via integrated workflow and document management
- Tight claim settlement security & authorization-based processing
- Indemnities for reinsurers/coinsurers
- Multiple policies per claim
- Improved verification and accuracy over claim settlement
- Seamless operation with other domains
- Alerts and indications on irregularities that can help with fraud detection

“IDIT is an excellent option for all insurers wanting to adopt proven modern technologies for a componentized approach to legacy modernization.”

CELENT

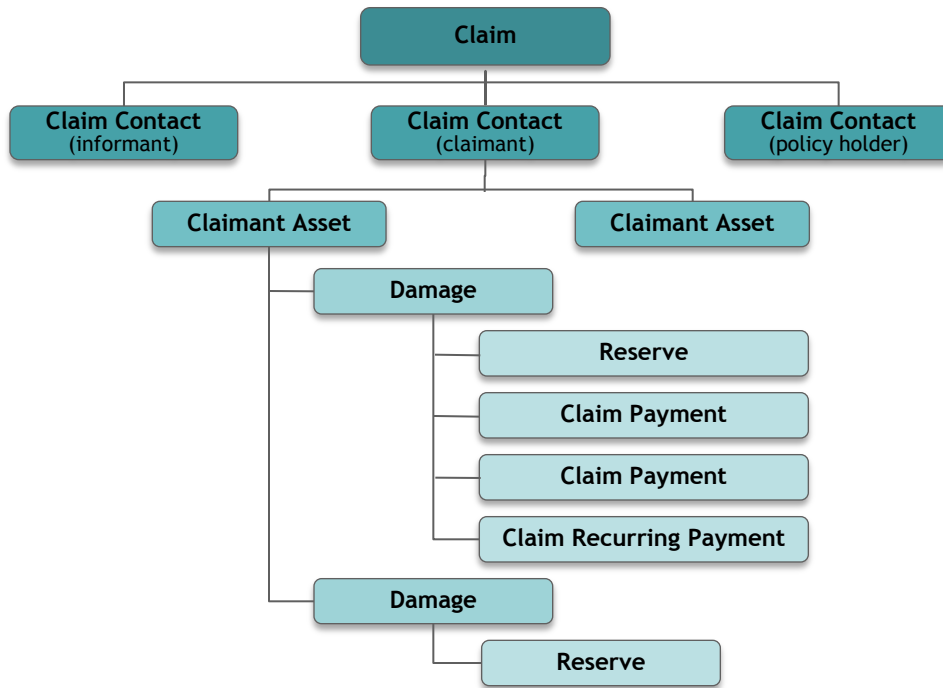
*Catherine Stagg-Macey
and Craig Beattie*

CELENT, European Claims Report, 2010

The screenshot displays the IDIT web application interface. At the top, there is a navigation bar with 'Search | New | Utilities | Settings' and 'Administrator (Administrator)'. The main content area is titled 'Claim: 29365, Claimed Policy: PL-50000002240100, Policy Holder: Mosty'. Below this, there are two main sections: 'Damaged Items' and 'Accident Scene Details'. The 'Damaged Items' section shows a top-down diagram of a car with red highlights on the roof and front end, indicating damage. The 'Accident Scene Details' section shows a diagram of a road with various icons for vehicle types and signs. Two callout boxes provide instructions: 'The user can highlight the vehicle parts damaged in a claimed event' and 'The user can drop the icons onto the accident scene details to describe graphically the scene of the accident.'

Claims, Claimants and Claim Payments

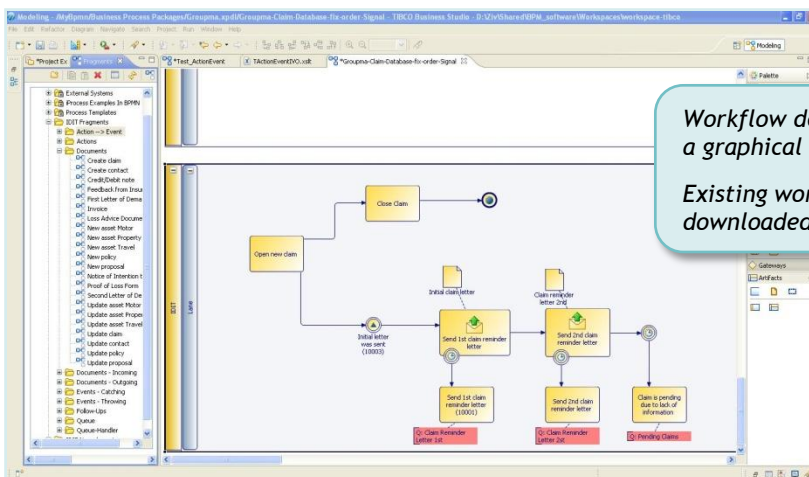
The diagram below shows the organization of claim entities in **IDIT™ Claims** and the relationship between these entities – claims, claimants, and claim payments



Claims Workflow

IDIT™ Claims initiates a series of workflow processes related to the settlement of the claim, including the assignment of the claim adjuster and request for various documents. In certain cases, such as bodily injury, the claim may be referred to a special department or to external handling.

IDIT™ Claims provides companies with the ability to set workflows so that claims processes are aligned with company policy. These processes may include specific workflows for every damage code, referral to third parties, follow-up letters, recurring payment validation procedures, dormant claims review, reinsurance department alerts for claims on reinsured policies, etc.



Workflow definition can be done using a graphical workflow definition tool.

Existing workflow elements can be downloaded to this definition tool.