

Live Video Streaming Solution for Businesses and Customers (B2B & B2C)

PROPERTY & CASUALTY LIFE & ANNUITIES

Live Streaming solution is a powerful medium of web and mobile app for real time video streaming, to help insurance companies augment vital on-field business functions like inspections, claims processing, agent training etc. The multi-purpose pluggable ready-to-use solution provides timely evidence and gathers vital data during live streaming, enabling insurance companies to combat fraud at source. Live streaming platform offers an exclusive Mobile Browser to Web

Browser Solution for Customers (B2C) and Mobile App to Web Browser Solution for On-field Staff (B2B).

The B2C solution is exclusively crafted to enhance customer convenience and eliminates the need for them to download a dedicated mobile app for live streaming. Instead, they can communicate with the insurance company through a simple web browser link from the convenience of their mobile.

BUSINESS-TO-CONSUMER (B2C) SOLUTION

Mobile Browser to Web Browser



Customer receives SMS from Operations Team, with a secure web link, that can be opened on Mobile Browser



Customer clicks link, gets connected with Operations Team and initiates

Live Streaming



Customer captures and uploads images, videos and audio clips during Live Streaming



Operations Team takes snap-

shots, downloads evidence with geo-tags, time and date-stamp



Operation team downloads evidence received from customer

BUSINESS-TO-BUSINESS (B2B) SOLUTION

Mobile App to Web Browser



Field staff (Investigator, Surveyor, Investigator etc.) using a Native Mobile App



Field staff initiates live streaming with operations team using web browser



Field staff captures images, videos and audio clips, uploads and submits report from field



Operations Team takes snapshots, downloads evidence with geo-tags, time and date-stamp



Operations team downloads report submitted by field staff

SALIENT FEATURES



Multiple video



Screen toggle and



Dual camera switching



Create & host a video conference room



Configurable limits for video timeframes



Capture snapshots and Zoom-in videos



Single or dual mode

video streaming



Video conferencing with whiteboard functionality



Interactive chat, file share with participants

VALUE PROPOSITION



Reduce Inspection/Survey TAT

Act on real time information from the field for quick decision making and quick turnaround times



Reduce Operational Costs

Assign 'runner boys' rather than surveyors to undertake on-field activities, enabling surveyors to focus on core tasks



Maintain Data Confidentiality

Ensure security and complete control of live streaming



Enhance Customer Satisfaction

Convenience for customers to quickly initiate interaction with operations team, without the need of a dedicated mobile app

