



# Expedite claims processes Reduce claims costs

## Build an Omni Channel Experience through Contact Center Transformation - First Notice of Loss (FNOL)

### Need for Self-Service Solution and Industry Pain Points

#### The Need!

- 41% policyholders who submit claims are likely to switch insurance company within 1 year
- Customers who have submitted insurance claims in past 2 years are almost twice as likely to switch insurance in 12 months

#### Industry Pain Points

- 40% of the claims cycle time is spent by the Insurers in Claims Triaging
- 70% calls are made by the Policy holder only to enquire on claim's progression



*The Industry benchmark of Claim Settlement Cycle Time is ~30 days and gets elongated to >45 days due to incomplete information or incorrect triaging at FNOL*

Enable your organizations to elevate end-user experience and orchestrate the contact center strategy by transforming the P&C insurance claims process and reimagining First Notice Of Loss (FNOL).

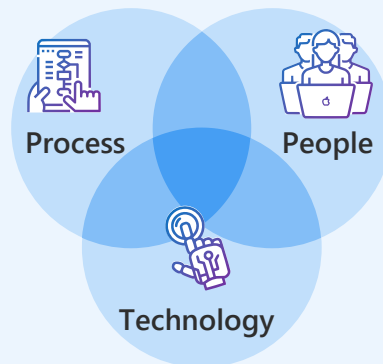
Address common pain points such as, unstructured data, inaccuracies, inefficiencies, high cycle time, manual processing, incorrect triaging, etc. all leading to poor customer service.

Our highly intuitive and automated Claims management process helps you reimagine and re-invent the FNOL process. Using Bot and Human support, we will own and resolve your snags

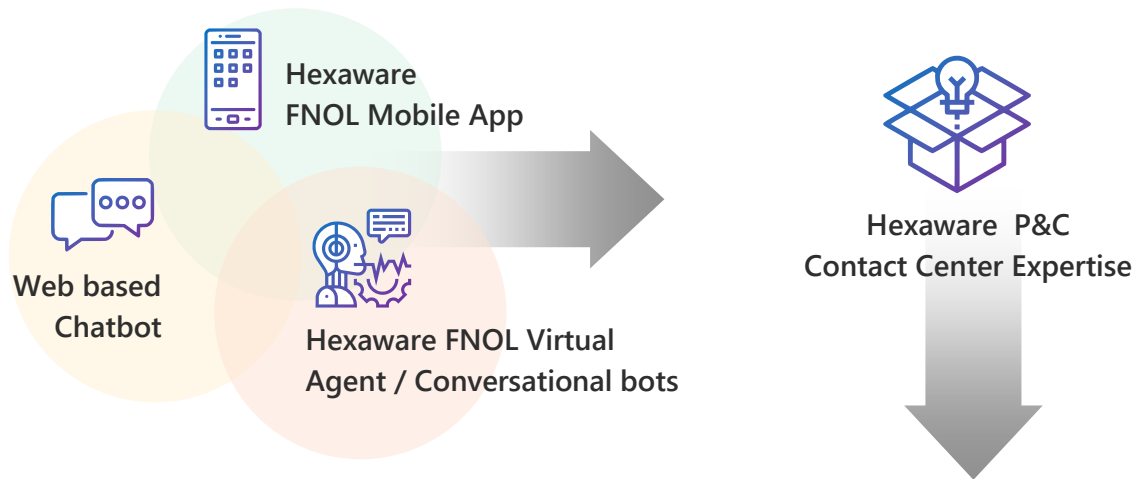
Hexaware's eFNOL solution believes in creating a future proof customer service operations by bringing in innovation across 3 levers as provided below:

Streamline processes and reduce the number of Live agents

Omni channel customer service support chat and voice based



Smart Automation (Virtual Agents)  
eFNOL, AI/ML based Damage Assessment and authorization



## What Hexaware brings to the table?



**Insurance CX:** 3500 resources, 24/7 customer support leveraging human and digital workforce



**Intelligent Automation:** 300+ RPA Experts supporting 40+ P&C global clients in re-designing Insurance claims operations



**Guidewire Expertise:** 250+ domain consultants providing Application and maintenance support for 100+ P&C clients globally



**AAA Multi-lingual:** (Anytime Anywhere Any zone) customer support on Claims enquiries and progression

## The Results!



### Customer Experience

Increase customer satisfaction score by **~20%** points



### Efficiency

Reduce claims expenses by **25-30%** points



### Effectiveness

Improve claim handling accuracy

## Why Hexaware?

Hexaware is one of the fastest growing Indian IT services company due to its disruptive value proposition. Cloudify Everything is the part of Hexaware's core philosophy, and Hexaware's enterprise cloud services help enterprises in realizing a digital future, all while optimizing IT, increasing agility, and reducing cost. Hexaware can help you reduce complexity and leverage cloud better, irrespective of your corporate landscape.

## About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.' We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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