

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Contain Cost and Improve Customer Experience With Leading Claims Transformation Services

Insurance Claims Transformation by NTT DATA

NTT DATA Services
formerly Dell Services

Elevate claims processing to claims transformation

As an insurer, you're constantly challenged to optimize claim costs, increase efficiency in the claims processes, improve customer experience and effectively measure performance. Choosing NTT DATA Services as your trusted partner to perform back-office processes, such as claims processing, can free you up to concentrate on your core business. And our life insurance and annuity services can do even more to improve efficiency and reduce risk at the enterprise level.

NTT DATA can put your organization on the road to optimized and standard processes, efficient fraud and recovery management, and effective key performance indicators (KPIs). Insurance Claims Transformation by NTT DATA includes:

- Claims process catalog
- Online claims portal framework
- Testing framework
- Application modernization

Increase efficiency of your claims processes with NTT DATA

Insurance Claims Transformation offers optimized processes with predefined workflows for most of the standard claim processes and a comprehensive list of KPIs at process and sub-process levels. An opportunities and best practices library for each claim process helps increase efficiency, reduce cost and improve customer experience.

Our services provide a complete information checklist to capture all essential details, right from the final notice of loss (FNOL), for effective claims management. We have also developed a comprehensive fraud scoring checklist based on business rules to identify and detect fraud throughout the claims lifecycle.

Key benefits:

- Superior customer service and reduced cost
- Enhanced claims value chain management with automation of claim tasks and reduced claim leakage
- Rules-based application, including optimized business rules for fraud management
- Identification of litigation and recovery possibilities early in the claims cycle
- Data analytics and predictive modeling for business intelligence and executive reporting

Meet business needs with proven insurance processes

Our claims services can help you stand out from the competition using smart, fast and responsive business processes. With extensive experience transforming insurance claims for global companies, we can help you improve insight into your own processes.

Identify and forecast key issues early in the claims cycle with a framework of optimized business processes that can be tailored to highlight patterns earlier and help mitigate risk. Our claims transformation framework is platform agnostic and architecture neutral.

This transformation approach doesn't impact your existing applications in any way, ensuring the stability and safety of your existing business processes.

Insurance Claims Transformation features:

- Technology-agnostic solution utilizes your existing technology infrastructure
- Nine L1 processes defined at a high level; more than 55 L2 and L3 processes; over 100 sub processes and more than 350 activities defining all aspects of claims business operation
- Comprehensive list of KPIs at process and sub-process levels
- Stakeholder identification at each sub-process level to assess stakeholder involvement
- Extensive fraud scoring checklist for fraud evaluation at different process levels



Visit nttdataservices.com to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.