

Core Suite.  
Multiple Markets.  
One Platform.



Claims

OneShield Software | [info@oneshield.com](mailto:info@oneshield.com) | [OneShield.com](http://OneShield.com) | 888 663 2565



**Automate and streamline every stage of the claim administration cycle — all with detailed reporting and analysis.**

In today's competitive marketplace, delivering seamless customer experiences and top-notch service is paramount while running your operations as efficiently as possible. Claims organizations are pressured to not only process claims in near real-time with minimal intervention but also provide risk reduction strategies and loss prevention tools. Benefit from OneShield's full-featured, SaaS Claims module that provides an end-to-end alternative to traditional manual based claims processing. OneShield Market Solutions' Claims module automates and streamlines every stage of the claim lifecycle reducing your overhead expenses, improving your operational efficiencies and service quality, and enhancing your business acquisition.

Adaptable, integrated, and secure, OneShield Market Solution's Claims Administration module reduces rising IT costs and pressures leaving you more time to focus on business priorities like customer service, growth, and innovation. From the First Notice of Loss (FNOL) through to file closure, we can quickly and easily customize workflows, business rules, codes, tables, forms, and documents to match your desired processes. Now you can more easily manage your business to the standards set by you and your customers.

**Functionality at your fingertips:**

OneShield empowers claims professionals to support multiple clients, accounts, and lines of business with a secure, cloud-hosted and configurable end-to-end claims administration solution.

**Information when and where it's needed:**

- Customer Center provides a 360-degree view of existing and prospective accounts, brokers, vendors, insurers, carriers, and representatives.
- Integrated Journal & Task Management, including one-time and recurring diary entries with automated escalation, system and user-created notes, correspondence generation from templates, and embedded email integration.
- User Administration and Configuration Control Panel with standard integration to third-party applications, including financial and general ledger systems.
- User Dashboard provides a complete snapshot of appointments, daily activities, critical alerts, and open workflow steps. Users also have quick access to all open applications, submissions, and policy records and direct access to action items, contacts, reports, financials, search, and administration.

**Claim Management Features:**

- Full-featured First Notice of Loss (FNOL) & First Report of Injury (FROI);
- Claim summary and detail screens;
- User dashboard providing one-click access to all aspects of claims lifecycle (reserving, 3rd party management, payment/recovery);
- Assignment administration;
- Custom claim adjudication;
- Reserve and sub-reserve categories;
- Litigation management;
- Return to work tracking;
- Subrogation management;
- Medical case management;
- Time tracking components;
- Special investigations module;
- Automated fraud scores and identification;
- Reporting and analytics.

## At a Glance Benefits

Digitize, automate and simplify your operations and stakeholder touchpoints with the ability to manage and rapidly implement change.



Feature-rich, market-ready, **out-of-the-box** solution with **tailorable workflows and rules** to suit specific business & technology requirements.



With dedicated OneShield support, ensure timely responses and **speed to market** to meet any evolving needs of your business.



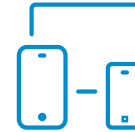
**Lower Total Cost of Ownership** with a hosted platform removing the expense of server hardware, supporting and maintaining networks, and database software.



**All In One License Pricing** includes SaaS Hub of Services: Implementation, infrastructure, maintenance and support, software licensing, on-going managed services, and automatic upgrades.



**Data transparency** through feature-rich reporting, robust dashboards and a wide variety of standardized reports, giving users the ability to make informed and timely decisions.



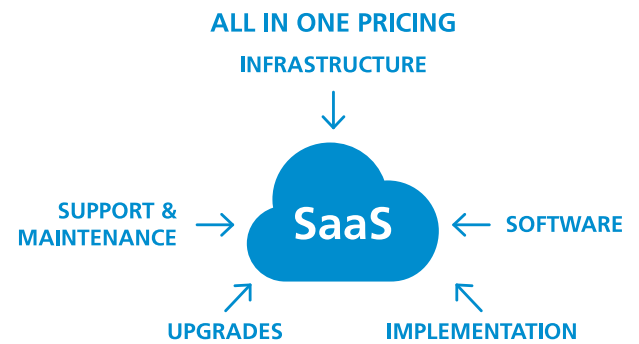
**The interoperability** of the technology allows for integration with APIs and third-party solutions.



**Reliability, scalability and data security** hosted in SSAE-16 Type II certified data center, delivering 24/7/365 availability along with the peace of mind that your data is safe and secure.



**Anytime, Anywhere, Web-based User Access** A secure URL and authenticated login profile offer users easy access, based on a security profile that defaults to their rights and privileges within the system.



## About OneShield Software:

OneShield delivers core business software solutions to the global insurance and broader financial services industry. Our OneShield Market Solutions are specifically designed to be feature-rich, market-ready, out-of-the-box solutions serving the unique needs of specialized and niche insurers and administrators through a cost-effective and secure SaaS delivery model.

We automate and simplify the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and all with a lower total cost of ownership. With corporate headquarters in Marlborough, MA, and offices in India, OneShield has 50+ products in production across the global P&C insurance market.

Visit us at [OneShield.com](https://www.oneshield.com) or contact us now to learn how we can help simplify and transform your business.

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