OneShield Enterprise

Move at the speed of change.

Claims
Solution Overview

Cloud-based

Claims professionals are under tremendous pressure created by digital expectations from all parties to the claim – insureds, claimants, distributors, and service providers.

OneShield Claims is a robust and flexible enterprise-class solution that gives your team members the ability to focus solely on the critical decisions needed to manage claims efficiently and effectively across all lines of business.

From reporting First Notice of Loss (FNOL) to the claim file closure, you can quickly and easily customize workflows, business rules, and business content to match your specific claims-related business processes. In addition, you can ensure your claims department adheres to the standards set by your organization through task management and SLA tracking.

Deployed through our full-service SaaS delivery model, OneShield Claims can help you manage your existing portfolio and rapidly support new initiatives. It is claims administration made easy, with a solution that's market-tested.
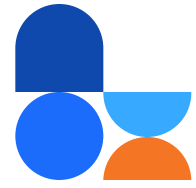
Our strengths lie in our people, deep-rooted insurance knowledge, and thoughtful technical architecture.

OneShield
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Cloud-based

Our comprehensive portfolio of business applications is tailored for insurance industry leaders looking to reduce expenses, improve efficiencies, and optimize service delivery every step of the way.

OneShield Claims can help enhance and improve your operational and process efficiencies, agent, and member service levels, and diminish financial exposure while maintaining customer retention.

OneShield Enterprise

Claims functionality to enhance and improve operational efficiency.

OneShield Claims provides everything you need for efficient claims management, streamlining even the most complex scenarios and freeing up time to focus on more important aspects of your business.

Key Claims Features:

- Incident Management to track activity and identify opportunities before converting to a claim.

- First Notice of Loss (FNOL) reporting.

- Automated coverage identification based on loss information.

- Automated claim assignment based on user role, skill set, location, line of business, and other criteria.

- Assignment administration to internal and/or external parties through tasks, diaries, notes, etc.

- Support for different reserving types.

- Comprehensive litigation tracking and management.

- Claim and claimant coverage status management.

- Party/property management.

- Service request management for vendors across the claim's lifecycle.

- Rule-based recovery identification across different types such as salvage, subrogation, reinsurance, deductible, etc.

- 360-degree claim summary view.

- Robust business intelligence capabilities.
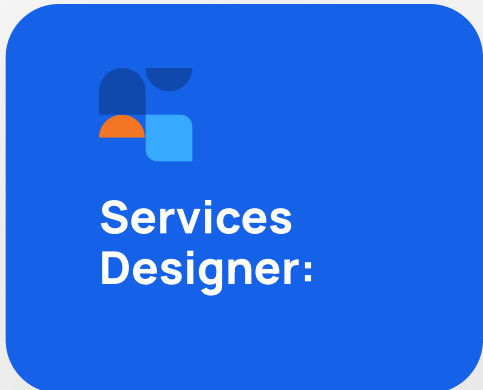
Cloud-based

Tools to empower insurance professionals.

OneShield Designer:

Combining speed, power, and flexibility, our intuitive design tool unlocks limitless potential needed to succeed in today's insurance marketplace. Enabling self-sufficiency and speed-to-market, OneShield Designer empowers business and technical users to work collaboratively to create and modify discrete insurance actions. It allows the configuration of virtually every aspect of the system, including workflow, product definition, object model, and web services.

Services Designer:

An add-on to OneShield Designer, Services Designer implements a collection of vendor and product-independent pre-configured APIs, allowing external applications to remotely execute business transactions on the platform. Any processing, traditionally tied to the User Interface, or available solely within the platform, has been de-coupled and made available As-A-Service.

OneShield Portal:

OneShield's web portals are at the forefront of the digital-first landscape, offering a transformative self-service experience for both internal and external users. Through responsive and dynamic UX/UI design, our portals ensure a user-centric approach that adapts effortlessly to varying needs and devices. Moreover, we prioritize flexibility by allowing you to define user roles and permissions at multiple levels, while configuring rules and workflows to align with your specific distribution channels.

OneShield Reporting:

Actioning near real-time data and reports for informed and timely decisions, OneShield Reporting uses dashboards, pre-defined cubes, standardized reports, and ad-hoc reporting to provide access to client information, system transactions, financial, operational, statistical, and marketing information for running your business operations.

OneShield Relationship Management (ORM):

Enabling expanding ecosystems and third-party relationships, ORM provides tools to automate and control how you interact with third-party partners empowering them to manage staff, write new business, process address/contact change information, access billing statements, and process monthly reconciliation.

Technology that scales as your insurance business evolves.

Proven technology architecture:

Design, configure, and deploy all from our scalable JavaEE process automation platform. A well-constructed and comprehensive metadata-driven engine powers insurance transaction processing while providing the ability to handle both market and technology change cost-effectively with speed and transparency.

Software from the cloud:

Consider the power of cloud-based "As-A-Service" (AAS) technology; unlimited scalability, ease of upgrades, quicker deployments, disaster recovery and fail-over protection, 24/7 technical support, and data security. Working in the cloud with OneShield allows your business to be nimble, efficient, and cost-effective, eliminating manual-based operations, enhancing speed-to-market, enriching analytics, and improving your bottom line.

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Lower your total cost of ownership with OneShield Claims.

Automate Processes:

Leverage existing workflows for all users to optimize and streamline your business processes. You can enhance the customer experience and retain clients through automation while reducing costs, shortening the claims cycle, improving loss ratios, and reducing leakage.

Improved Claims Management & Customer Service:

OneShield Claims enables you to manage claims in a cost-effective, customer-centric manner, thereby providing a better customer experience. Streamlining your claims management process will improve speed and service quality derived from a sophisticated claims processing workflow furnished with a broad set of capabilities.

Leverage Extensive Pre-Built Insurance Content:

Our pre-built library of insurance-specific content for personal, commercial, and specialty lines eliminates time-consuming and costly "ground up" requirements gathering process with our comprehensive pre-defined and configurable data models, workflows, incident types, loss types, causes of losses, reserve types, payment categories, and coverage definitions process.

Realize the Advantages of Self-Sufficiency:

Attain self-sufficiency in modifying products and workflows. Improve business agility enabling you to rapidly bring products to market while lowering management and maintenance costs.

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About OneShield

OneShield provides business solutions for
P&C insurers and MGAs of all sizes.

Proven Technology
Architecture:

Software from the

OneShield's cloud-based and SaaS platforms include
enterprise-level policy management, billing, claims, rating,
relationship management, product configuration, business
intelligence, and smart analytics. Designed specifically for
personal, commercial, and specialty insurance, our
solutions support over 90 lines of business.

OneShield's clients, some of the world's leading insurers,
benefit from optimized workflows, pre-built content,
seamless upgrades, collaborative implementations, and
pricing models designed to lower the total cost of
ownership. Our global footprint includes corporate
headquarters in Marlborough, MA, with additional offices
throughout India.

Visit **OneShield.com** to learn how we can help
simplify and transform your insurance business.

Deep P&C
Knowledge

Cloud-based
Scalability

**Schedule a
Demo**

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