

Appian for Insurance

CLAIMS ADJUSTER ASSIGNMENT AND COORDINATION

- Optimize adjuster resources to speed the claims process
- Improve outcomes by assigning the resource best-suited for the claim
- Facilitate communication with both internal and external stakeholders
- Enable comprehensive visibility into the entire pool of adjuster resources

Insurers need to streamline the delivery of adjusting services to ensure and improve customer satisfaction. For the company, the coordination of all of their adjusting staff is integral to efficiency, productivity, and controlling costs.

Once a claim is received, the assignment of the claim to the right resource is key to an optimal outcome. Insurers assign claims based on the nature of the claim, the complexity, the loss location, the adjuster's skill set and location, and the availability or capacity for the adjuster to handle that claim.

How can carriers ensure that the right resource is assigned to each claim as efficiently as possible?

MEET THE CHALLENGE

Using Appian, insurers can schedule and continually re-optimize insurance related appointments booked to either their own adjusters or outside contractors, and customize the process to suit their needs. This saves time, increases productivity, and helps to ensure consistency throughout the loss adjudication process.

Appian can be rapidly deployed across the entire organization, and is accessible anywhere, enabling:

- Improved adjuster management to track performance, claims handling metrics, and number and type of claims handled
- Batch claim assignment with mapping technology to speed response times, especially during catastrophe losses
- Comparisons and trends in claim handling, including time to close, individual claim value, and average total losses



Claims Adjuster Assignment and Coordination

FOCUS

Transform your business processes to become a connected company in the digital world.

- Eliminate back-office inefficiencies with rapid digital innovation
- Converge all relevant data into a single view to improve and speed decision-making
- Improve the customer experience to increase customer loyalty

TAKE CONTROL

With Appian, you can quickly build, deploy, and scale enterprise applications for your claims operations, including:

- FNOL Coordination
- Claims Third Party Insurance Management
- Subrogation Case Management
- Claims Fraud Case Management
- Claims Administration
- IoT Risk Prevention Monitoring
- Adjuster Innovation Workbench
- Claims Operations Modernization

PREPARE FOR THE FUTURE

The digital world is faster, smarter, and more connected, and Insurance companies need a platform to adapt to the new pace of change.

It takes speed and power to deliver transformational solutions. The Appian low-code application platform provides both, while leveraging your legacy IT investments.

With Appian, organizations can build web and mobile apps faster, run them on-premises or in the cloud, and manage complex processes end-to-end, without limitations.

LEADING ORGANIZATIONS TRUST APPIAN:



Appian

Appian provides a leading low-code software development platform that enables Insurance Institutions to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and enables competitive differentiation.

For more information, visit www.appian.com