

Appian for Insurance

FIRST NOTICE OF LOSS COORDINATION

- Accelerate claims intake to jump-start the process
- Enhance collaboration between all stakeholders in the claims process
- Streamline claims handling to accelerate time-to-close
- Improve outcomes through proactive claims management

First Notice of Loss (FNOL) begins the claims lifecycle, and needs to be managed with precision. Process efficiency and consistency are key to setting the stage for a positive claims outcome.

Although most insurers now have online submission capabilities for FNOL, along with call centers, the processes are often siloed and slow, requiring manual intervention at multiple points over the lifetime of the claim.

Insurers need a solution that ensures the claims process is set in motion immediately, with defined service responses for each claims scenario.

MEET THE CHALLENGE

Successful FNOL capabilities address the needs of both the customer and the insurer, including a streamlined, multichannel process that can be used by all team members – internal staff, agents, brokers and customers.

Optimizing the FNOL process allows insurers to reallocate expensive resources to more complex claims handling activities, and ultimately increases customer satisfaction. A superior experience at the claims moment of truth is key to turning an insured's loss into a positive customer experience opportunity.

The Appian low-code platform enables insurers to quickly deploy digital capabilities that enable more efficient, accelerated claims management.

Appian enables:

- Intuitive loss report intake to capture all necessary information, optimized for any device
- Line of business and loss cause-specific workflow to route claims to the best-matched resource

- Quick, effective responses from adjusters, based on the type and severity of the claim
- A collaborative environment for adjusters to manage each claim from the moment it is reported



First Notice of Loss 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:

- Claims Third Party Insurance Management
- Adjuster Assignment and Coordination
- 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