

## SOLUTION OVERVIEW

# Distributed Claims Management

Interactions between people, both inside of and outside of an organization, are essential during a claims process. Field visits are still an integral part of claims management, especially in complex or large claims.



**Meet the needs**  
of the distributed  
workforce



**Bringing disjointed**  
processes together



**Enable effective  
collaboration**  
across the  
organization  
and beyond



**Bring together  
information** from  
disparate siloes

**The claims process has become even more disjointed during the current enforcement of remote working. Collating and collaborating on information from external sources has always been a challenge, but nowadays claims packs received need to be distributed and collaborated on by a workforce that is dispersed geographically. Sudden increases in volumes of requests and claims puts pressure on a workforce that has been reduced.**

The growing volumes and types of information is also changing, with new IoT sources delivering real-time information and rich media assets. Collating and efficiently collaborating on this information is a growing problem, and reviewing of video and photo evidence for claims is challenging – not always possible over traditional communication channels.

- Provide secure gathering and collaboration of information required to process a claim to ensure completeness
- Claim pack contents can be tracked and assigned as required
- Personally Identifiable Information (PII) can be flagged, and tracked, to ensure records management policies are adhered to upon completion of the claim
- Eliminate miscommunication around critical claims assets by having multiple reviewers comment in real-time
- Notifications can be generated providing the customer with insights into the progress of their claim

**"We see OpenText as the hub for storing and managing our 'crown jewels' for the organization."**

Riley McIntosh  
 Manager for Enterprise Content Management, Pacific Life

[Read the Success story](#)

**OpenText distributed claims management**

**Empower a distributed workforce:** Ensure all employees have access to all the information required to complete their tasks and engagements with policy holders

**Automate the repeatable:** Simple requests, tasks, and claims should be automated, to provide self-service where possible, freeing up knowledge workers for complex activities

**Engage anytime, anywhere:** Ensure policy holders can engage through all channels, as each policy holder demands personalized types and channels of engagement

**Collaborate beyond the organization:** Complex processes and claims vast information volumes require knowledge workers to engage and collaborate to resolve in a timely manner

**Ensure governance:** Protecting the information of policy holders and organizations becomes paramount when the workforce embraces remote work

**Build resilience into the organization:** Ensuring processes can be adapted in an agile manner is critical to address the shifting needs of policy holders and the industry



**About OpenText**

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