

# The TIA Claims module

## The TIA platform: Your new digital journey meets insurance-business efficiency:

Empower a smooth digital experience for your self-service customers.

Optimize your claims handlers' workflow to improve efficiency and enhance customer satisfaction.

## Give your claims handling a superboost



**TIA Claims empowers a smooth, user-friendly digital experience for your self-service customers, while improving efficiency for claims handlers so they can provide faster, more personal service to call-in customers.**

With TIA Claims, you can provide your customers with a transparent platform for dialog and more self-service opportunities in their preferred channels. At the same time, your claims handlers can take advantage of guided processes to enhance service, boost productivity and prevent leakage.

*TIA Claims is just one element of the full TIA Solution, a standard, scalable insurance platform that drives your business strategy and sharpens your competitive edge. TIA provides insurers with benefits throughout the insurance value chain.*

### TIA Claims: The benefits

- **Empower a smooth experience for self-service customers.** Today's insurance consumers expect to be able to serve themselves online with ease and simplicity. TIA's REST API enables your digital FNOL process and status updates for your customers. This allows you to create a smooth digital claims journey with high-quality data and full transparency.
- **Improve operational efficiency.** TIA Claims delivers an excellent user experience for claims handlers, boosting their productivity, minimizing the risk for manual errors, improving service levels, preventing leakage and reducing operational costs.
  - Access to master customer data
  - 360° overview of tasks and claims
  - One-click overview for fast examination of claim status
  - Fast and easy data collection for creating quick claims
  - Automated business processes (straight-through processing)
  - Fraud detection framework
  - Catastrophe management
  - Configurable reporting capabilities
  - Supplier performance monitoring

## Key features of TIA Claims:

- Claims handlers' home page
- Claims timeline
- One-click access
- Guided payment flow
- One-page FNOL with Google map integration
- Rules and workflows
- Handler guidance & Dynamic Alerts
- Script Center
- Assigning & estimating
- Risk Assessment & Fraud Management
- Catastrophe management
- Adjusting
- Reserving & paying
- Supplier Management
- Closure
- Reports

## Contact us

Find out more about how the TIA solution can drive your business strategy and sharpen your competitive edge.  
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## Built to support smoother claims handling

The TIA solution's core structure is customer-centric, information-driven and built to enable "one-stop processing", making claims processing fundamentally smoother and more efficient.

## Customization

The actual claim-handling rules and business processes enabled in the TIA Solution can be further customised based on your company's specific business rules and authorizations. Configuration is easy and enabled based on user role and your specific product pages. Dynamic re-evaluation and automatic processing of claims is also possible using TIA Intelligent Processing functionality.

## Open integration possibilities

The TIA solution enables best-of-breed and start-up integrations with very limited dependencies. If you need to customise your claims handling even further using external technologies, it's easy with TIA's built-in sharing functions. Our REST services also make it easier and more cost effective for developers to create custom integrations from scratch.

The screenshot shows the 'Homepage' for claims handlers. It features a navigation menu on the left with sections like 'User Workflows', 'Recent Customers', and 'Party Id'. The main content area is divided into three sections: 'User Task List', 'Department Task List', and 'Claims Handler Overview'. Each section contains a table of tasks or claims with columns for source, ID, date, description, and handler information.

Source	Id No.	Action Date	Task Code	Task Description	Description	Name Id	Name	Site
CLAIM Claim task	1973		004	Ask for estimated co...		46035	Lasma Luka	ssn7
CLAIM Claim task	1973		005	Closing letter		46035	Lasma Luka	ssn7
CLAIM Claim task	1983		001	Confirm claimform r...		46035	Lasma Luka	ssn7
CLAIM Claim task	1983		002	Ask for information E...		46035	Lasma Luka	ssn7
CLAIM Claim task	1972		T12	Make Payment		45381	John Johnson	ssn7
CLAIM Claim task	1983		004	Ask for estimated co...		46035	Lasma Luka	ssn7
CLAIM Claim task	1983		005	Closing letter		46035	Lasma Luka	ssn7
CLAIM Claim task	1972		T07	Get the receipts		45381	John Johnson	ssn7
CLAIM Claim task	1973		003	Ask for witness state...		46035	Lasma Luka	ssn7
CLAIM Claim task	1973		002	Ask for information E...		46035	Lasma Luka	ssn7

  

Claim No	Status	Description	Notification Date	Incident Date	Object Id	Name Id	Name
1973	Open		07.03.2017	07.03.2017		46035	Lasma Luka
1722	Open		27.02.2017	27.02.2017		45810	Ieva Liaugaud6
1709	Open		27.02.2017	01.02.2017		46019	Remigijus Pielikis
1972	Open		07.03.2017	07.03.2017	CAT8777919	45381	John Johnson

Home page for claims handlers

## Claims support from our Services & Solutions team

TIA's Services & Solutions team is 50 insurance-IT specialists strong. Reach out for consultation or support around creating the claims-handling process that best supports your customers and your business.