

Core Suite.  
Use Case Driven.  
One Platform.



Claims

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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 efficiently and effectively manage claims 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.

At OneShield Software, our strengths lie in our people, deep-rooted insurance knowledge and our thoughtful technical architecture. 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.

## 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.
- Self-learning recommendations based on historical behavior.
- 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 claims lifecycle.
- Rule-based recovery identification across different types such as salvage, subrogation, reinsurance, deductible, etc.
- 360-degree claim summary view.
- Robust business intelligence capabilities.

## Tools to Empower Insurance Professionals



**OneShield Designer:** Combining speed, power, and flexibility our intuitive design tool unlocks a world of endless possibilities needed to succeed in a digital insurance marketplace. Enabling self-sufficiency and speed to market, OneShield Designer empowers your business and technical users to work collaboratively to create and modify discrete insurance actions. OneShield Designer allows configuration of virtually every aspect of the system including workflow, product definition, object model, and web-services.



**Services Designer:** Leverage and extend services from our extensive catalog of coarse- and fine-grained services, supporting SOAP/REST, XML/JSON natively, via configuration, with built-in security in all services as well as periodic service penetration testing. Independent of a user interface, external applications use Services Designer (a service layer) to process transactions and store data.



**OneShield Portals:** Leveraging responsive and dynamic design OneShield Portals provide internal and external users with a wealth of self-service capabilities. Created with flexibility in mind, end-user roles and permissions can be defined at various levels and rules and workflows configured with the functionality required for each distribution channel.



**OneShield Relationship Management (ORM):** Enabling expanding ecosystems and 3rd 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.



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

## Experience Technology Agility

**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 strength of cloud-based “As-A-Service” (AAS) technology; unlimited scalability, ease of upgrades, quicker deployments, disaster recovery, and failover protection, 24/7 technical support, and data security. Working in the cloud with OneShield Software 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.

## Lower your Total Cost of Ownership with OneShield Claims

**Automate Processes:** Leverage existing workflows for all users to enhance your business processes. Through automation you can delight and retain customers while reducing costs, shorten the claims cycle, improve loss ratios and reduce leakage.

**Leverage Extensive Pre-Built Insurance Content:** Our pre-built library of insurance specific content for personal, commercial, and specialty lines eliminate time-consuming and costly “ground up” requirements gather 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.

**Improved Claims Management and Customer Service:** OneShield Claims enables you to manage claims in a cost-effective, customer-centric manner thereby providing 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.



## About OneShield Software:

OneShield Software delivers core business software solutions to the global insurance and broader financial services industry, deployed in the cloud or on-premise. OneShield Enterprise, our portfolio of standalone, subscription and cloud-based software products includes enterprise-class policy management, billing, claims, rating, product configuration, business intelligence, and analytics solutions that leverage a tool-based open architecture and single data model platform to streamline your business.

OneShield automates and simplifies the complexities of core systems with targeted solutions, seamless upgrades, collaborative implementations, and lower total cost of ownership. With corporate headquarters in Marlborough, MA, and offices in India and Canada, OneShield Software has 50+ products in production across the global P&C insurance market.

Visit us at [OneShield.com](http://OneShield.com) or contact us now to learn how we can help simplify and transform your business.

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