



Move  
Beyond.



OneShield  
**Market  
Solutions**

# Claims Solution Overview

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## Automate and streamline every stage of the claim administration cycle – all with detailed reporting and analysis.

In today's competitive marketplace, delivering seamless customer experiences and top-notch service is paramount while running your operations as efficiently as possible. OneShield Market Solutions' Claims module automates and streamlines every stage of the claim lifecycle reducing your overhead expenses, improving your operational efficiencies and service quality.

Adaptable, integrated, and secure, OneShield Market Solutions' (OMS) reduces rising IT costs and pressures, leaving you more time to focus on business priorities like customer service and innovation. Hosted in the cloud, our SaaS model includes license, hosting, support, implementation, annual managed service hours, and upgrades, all in one annual fee. Upgrades and enhancements are pushed monthly, so you will always be on the latest version.

From the First Notice of Loss (FNOL) through to file closure, we can quickly and easily tailor workflows, business rules, codes, tables, forms, and documents to match your desired processes. Now you can more easily manage your business to the standards you and your customers set.

### Claim Management:

- Recording and storage of new loss notices (including FROI/SROI) from a web portal, email, or manual entry
- Agency and customer portal for reporting new loss and status tracking
- Scripting for claims intake with reflexive questioning
- Custom question sets to prompt additional, mandatory questions depending on given answers (branch scripting)
- Powerful Business Rules Engine tailored to calculate alerts, trigger specific workflows, assign a claims handler, and support escalation
- Support for various claims handling rules, i.e., duplicate claims checking
- Claim summary and detail screens
- Assignment administration
- Custom claim adjudication
- Reserve and sub-reserve categories
- On-demand and bulk payments
- Role-based Authorities (Reserve and Payment) with escalation workflows
- FROI/SROI EDI reporting and integration with external vendors and services (e.g., car rental companies, car/equipment repair shops) are available via integration to a third-party system or service
- Fully integrated journal and task management for claims adjusters
- Litigation management
- Salvage and Subrogation management
- Special investigations module

## Information when and where you need it:

**Customer Center** provides a 360-degree view of existing and prospective accounts, including:

- Submissions/quotations
- Policies
- Locations
- Claims
- Contacts

## Integrated Partner Management:

- Carriers
- Agent/Brokers, including License Tracking
- Commission Management
- Vendors

## Integrated Journal and Task Management including:

- One-time, recurring, and automatic diary entries with automated escalation
- System and user-created notes, correspondence generation from templates, and embedded email integration
- Document Repository

## Reporting - Information you need, when you need it:

- Powerful reporting solution
- Standard Operational reports
- Configurable Ad Hoc reports
- Tool designed for Business Users – no IT experience required

## Technology Eco-system Friendly with standard integration to third-party applications, including:

- Financial and General Ledger systems
- Payment Gateways
- Flexible Integration Standards to support other third-party integrations

## User Dashboard provides a complete snapshot of:

- Appointments
- Daily activities
- Critical alerts
- Open workflow items
- Quick access to all open applications, submissions, and policy records
- Direct access to action items, contacts, reports, financials, search, and administration

## About OneShield

OneShield provides business solutions for P&C insurers and MGAs of all sizes.

OneShield's cloud-based and SaaS platforms include enterprise-level policy management, billing, claims, rating, relationship management, product configuration, business intelligence, and smart analytics.

Designed specifically for personal, commercial, and specialty insurance, our solutions support over 80 lines of business. OneShield's clients, some of the world's leading insurers, benefit from optimized workflows, pre-built content, seamless upgrades, collaborative implementations, and pricing models designed to lower the total cost of ownership.

Our global footprint includes corporate headquarters in Marlborough, MA, with additional offices throughout India.



For more information, visit [www.OneShield.com](http://www.OneShield.com)

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help simplify and transform  
your business.