



Appian for Insurance

Claims adjuster assignment and coordination.

Insurers need to streamline the delivery of claims adjusting services to maintain and improve customer satisfaction. For insurers, coordinating adjusting staff is integral to efficiency, productivity, and controlling costs.

Once a claim is received, assigning the claim to the right resource is key to an optimal outcome. Insurers assign claims based on the nature of the claim, its complexity, the loss location, the adjuster's skill set and location, and the availability or capacity for the adjuster to handle the claim.

But how can carriers ensure that the right resource is assigned to each claim as efficiently as possible?

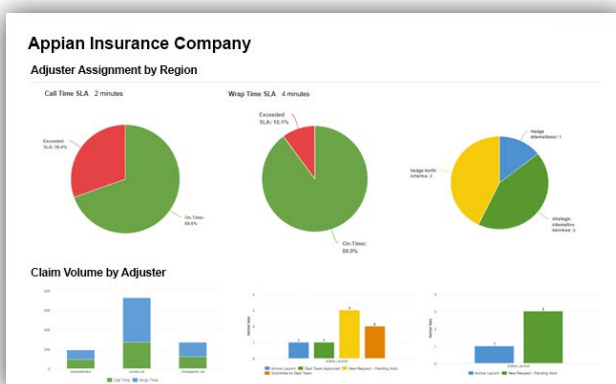
Better coordination is a business imperative.

Using Appian, insurers can schedule and continually optimize insurance-related appointments, booked with either their own adjusters or outside contractors, and customize the process to suit their needs. This saves time, increases productivity, and helps ensure consistency throughout the loss adjudication process.

Appian can be rapidly deployed across your entire organization and is accessible anywhere, enabling the following:

- Improved adjuster management to track performance, claims handling metrics, and number and type of claims handled.
- Batched claims assignment with mapping technology to speed response times, especially during catastrophe losses.
- Comparisons and trends in claims handling, including time to close, individual claim value, and average total losses.
- Greater communication with both internal and external stakeholders.

Save time, increase productivity, and help ensure consistency throughout the loss adjudication process.



Take control of the entire claims life cycle.

With Appian Connected Claims, you can go beyond assignment and coordination and streamline each part of the claims life cycle, including the following:

- First notice of loss
- Fraud case management
- Customer service
- Litigation and recovery management
- Field inspections
- Continual improvement analysis

Leaders in insurance trust Appian.



Learn more:

appian.com/connected-claims

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