

Digital Forms for Inspectors and Claims Adjusters

iFORMATION – Insurance

A Field Data Capture & Information Transfer Solution For the Insurance Industry

Data Capture for Speed, Accuracy and Quality for Insurance Field Staff

iFORMATION – Insurance, is the InfoMax digital pen and form data capture solution, that provides insurance companies with claim reports and inspections in a timely manner, while enabling field workers to increase efficiency and mobility. iFORMATION – Insurance, incorporates Anoto Digital Pen and Paper technology, and is designed specifically for data collection and processing from handwriting on custom designed digital paper insurance forms. The solution integrates best-of-breed handwriting recognition software to convert handwritten information into a digital format. The data can then be transferred to the claims adjuster's or inspectors computer for review and corrections before sending the data for final verification and transfer to the back-end business system.

Designed and Adapted to Field Work

One of the main objectives of the iFORMATION – Insurance digital form solution, is to provide insurance inspectors and claim adjustment experts with a process that is adapted to field work. A paper and pen solution is the easiest to use in the field, and it requires very little user training. Some insurance field experts prefer to fill out their digital forms during the site visit, and yet others prefer to fill out the forms in their cars following a visit to a site. iFORMATION – Insurance brings this flexibility in terms of data entry, enabling claims adjustment experts and inspectors to work as usual in the field while boosting efficiency.



Integrated Business Rules to Increase the Quality of Data

iFORMATION – Insurance easily integrates customized business rules designed to increase the quality of the data. When field claims adjusters transfer the claims data to their computers, the server checks the data and flags any errors or missing information. This way, the claims adjuster or inspector is able to correct the errors himself before transferring the data to the company's back-end system. With the integrated business rules, the system acts as a guide which means the data is already validated by the expert before it is sent for processing.

Increasing Service Quality without Increasing Costs

Insurance companies continue to increase their requirements with regard to respect to time lines and processes in investigating, evaluating, negotiating and settling claims and completing inspections. The iFORMATION digital form solution enables field adjusters and inspectors to further increase efficiency and meet ever more strict time lines and procedures without increasing costs related to these procedures.



Before implementing the iFORMATION – Insurance digital pen and paper solution, insurance field workers generally had to drop off their handwritten or audio recorded reports at their respective offices to be typed up by data-entry personnel. This meant having all of the data typed, having it re-read by the inspector or adjuster, then corrected for errors, then re-read, before the data could be sent to a business system for processing and report generation. All of the tedious time spent typing handwritten notes, in addition to the numerous back-and-forth exchanges, is no longer necessary. This translates to a huge savings in staffing costs, as the number of data-entry typists required will be greatly reduced.

Solution Uptake Increases Over Time

Not all of the claims adjustments or inspections can be handled by the system due to their specificity and complexity, but generally 80% of the most frequently used insurance claim or inspection reports can be filled out with the iFORMATION – Insurance digital pen solution. Over time as forms are modified based on client feedback, the percentage of situations handled by the iFORMATION – Insurance solution will increase.

Modular Workflows

iFORMATION – Insurance provides a modular workflow with predefined scenarios and connectors to backend systems. With the handwriting recognition software associated to business dictionaries, the rate of errors is very low. iFORMATION – Insurance has

been designed to decrease delivery time lines, increase claims adjusters and inspectors mobility, and reduce costs. Additional benefits include improved data accuracy, user satisfaction, and overall easy adoption of the solution.

Business Needs:

- Guarantee improved service time-lines and quality of data delivered to customers
- Increase efficiency of claims adjusters
- Handle a growing number of business forms
- Increase mobility of claims adjusters and inspectors
- Reduce costs to remain competitive
- Get the solution in place and running quickly and easily

Problems:

- Double data entry is too costly
- Customers more demanding in terms of delivery time and respect of procedures
- Time required to deliver reports to customers too long (penalties for late delivery)
- Claims adjusters and inspectors needed to go to offices to hand in reports

Solutions:

- Field workers send data remotely by several options including the InfoMax PenStation or wireless via a Blackberry.
- Costs are reduced through automatic data capture and processing
- Error alerts are handled automatically, enabling claims adjusters to make corrections themselves
- A gateway provides forms-based access to automatically fill in (and retrieve data from) Intranet/Extranet portals

Benefits:

- Client delivery time lines decreased
- Reduced staff requirements for data entry
- Error detection during field work increases data accuracy
- Solution stability and security for increasing volumes
- Field insurance staff no longer need to travel to the office thanks to remote data transmission

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