

Transform Insurance Operations








Enhance processes and accelerate productivity with **servicenow**.

The dynamic and unpredictable world of the highly competitive and regulated insurance industry requires a myriad of inputs and systems to process the numerous channels of information in order to meet customer satisfaction requirements and ensure growth and resilience across a diverse portfolio of services. ServiceNow is well known for exceptional solutions that enhance IT operations, human resources, legal, and more to increase internal productivity and deliver rapid responses to critical events and has rapidly become the leader in end-to-end insurance industry solutions.

The power of ServiceNow certified partner solutions from DTech Apps increases insurance company productivity delivering a faster return on investment. From field and agent operations to internal processes with underwriting and fraud detection, ServiceNow and DTech Apps can build robust solutions to enhance every aspect of the organization. Executive leadership can gain valuable insights from intuitive reports and dashboards, regional and division managers can continue to improve operations, agents, field ops, and claims processors can operate more efficiently, and customers realize an increased satisfaction all within a platform already standardized and familiar to IT departments across the insurance industry.

Upgrade and improve your insurance processes with ServiceNow and DTech Apps:

- Agent Onboarding
- Application Management
- Change Requests
- Claims Management
- Customer Onboarding
- Fraud Detection
- Government Compliance
- New Policy Management
- Policy Quoting
- Policy Renewal Management
- Proposal Management
- Service Request Processing
- Underwriting Management

work management		work collaboration	
			
 DocGenerator Fast Forms and File Automation for servicenow	 Tasker Collaborative Work Management	 DocIntegrator Enterprise Content Management for servicenow	
			

Insurance Case Study:

Claims Management and Fraud Detection with ServiceNow and DTech Apps

A leading Insurance agency built out its Claims Management processes in ServiceNow with DTech Apps to replace a custom solution based on a mix of home-grown solutions tying legacy systems with Microsoft SharePoint. The organization adopted ServiceNow and DTech Apps to automate their claims management process, and specifically addressed previous problems with their fraud detection and prevention processes within the claims process. This new solution also included document and forms automation plus seamless integration with Microsoft SharePoint, as SharePoint is standardized as their system of record.

To address the forms automation process each time a claims process kicked off DocGenerator was deployed to auto-complete hundreds of pdf forms and templates with the data stored in ServiceNow. When forms changed or new forms would be introduced the quick-start form wizard could be used to quickly map data fields on the form template allowing for a faster turnaround time for new templates. The completed form is stored in SharePoint and continues down a ServiceNow process as an attachment in which file security and visibility in ServiceNow is limited to only those employees who have permission to view the file in SharePoint.

During the Fraud Prevention stage, the agency had relied on field and claims personnel and contractors to email photos, forms, and documents related to the claim. Due to the frequent loss of emails and risks of phishing attacks that come with email, Tasker was implemented to capture and document all assigned dynamic ad-hoc work to personnel managing the claim. From here DocIntegrator was leveraged with Tasker through the ServiceNow mobile app to manage field tasks and securely store any photos and documents captured by the field directly into SharePoint and attached to the ServiceNow claim process. The assignment of work via Tasker and managing SharePoint content in ServiceNow through DocIntegrator streamlined field operations allowing claims to be processed faster and improving customer satisfaction. With automation and intelligence the staff was able to take quicker action against fraud directly impacting the bottom line.

The result, the agency saved millions of dollars in lost productivity from manually creating forms and eliminated costly process errors from data entry mistakes by using DocGenerator with ServiceNow. SharePoint integration to ServiceNow with DocIntegrator saved thousands of developer hours in building their processes as custom coding with the SharePoint Spoke was costly and could only provide a limited set of functionality. Tasker added the ability to quickly create, save, and templatize ad-hoc work. Together ServiceNow and DTech Apps modernized an insurer with an intuitive platform that accelerated operations, saved money, and in the future it can easily evolve as the business grows and environment changes..



- Automate creation process for forms, templates, documents and more with data from anywhere in ServiceNow.
- Quickly turn any file (PDF, DOC, DOCX, PPT, PPTX, TXT, HTML, XML and more) into a dynamic template.
- Eliminate manual errors and save time and money by automating the creation of one or thousands of forms/documents in an instant.
- Seamlessly connect ServiceNow to Microsoft SharePoint, Teams, email, and more.
- Create, edit, review, collaborate, approve, digitally sign and search for SharePoint files and documents securely without leaving ServiceNow.
- Enhance ServiceNow Global Search to include results from SharePoint, Teams, email, and more.
- Enhance the capabilities of ServiceNow with collaborative work management - assign and manage ad-hoc dynamic work in real-time.
- Put an end to missed deadlines for time-sensitive ad-hoc requests and assignments.
- Dynamic platform allows for continuous changes and improvements without disrupting active processes