Capgemini

Digital FNOL Utility

Helping Insurers Stay Ahead of
Changing Customer Expectations
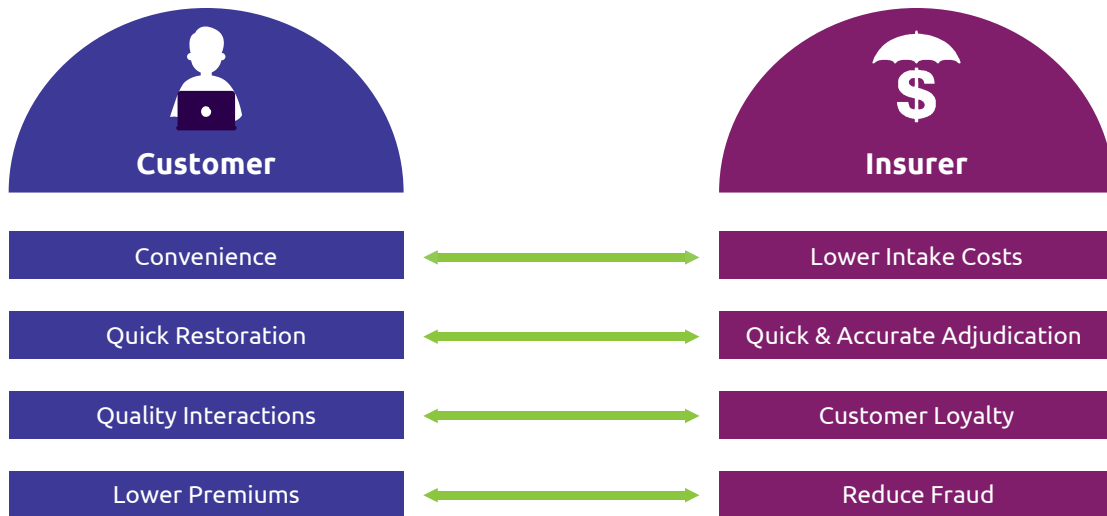around Claims
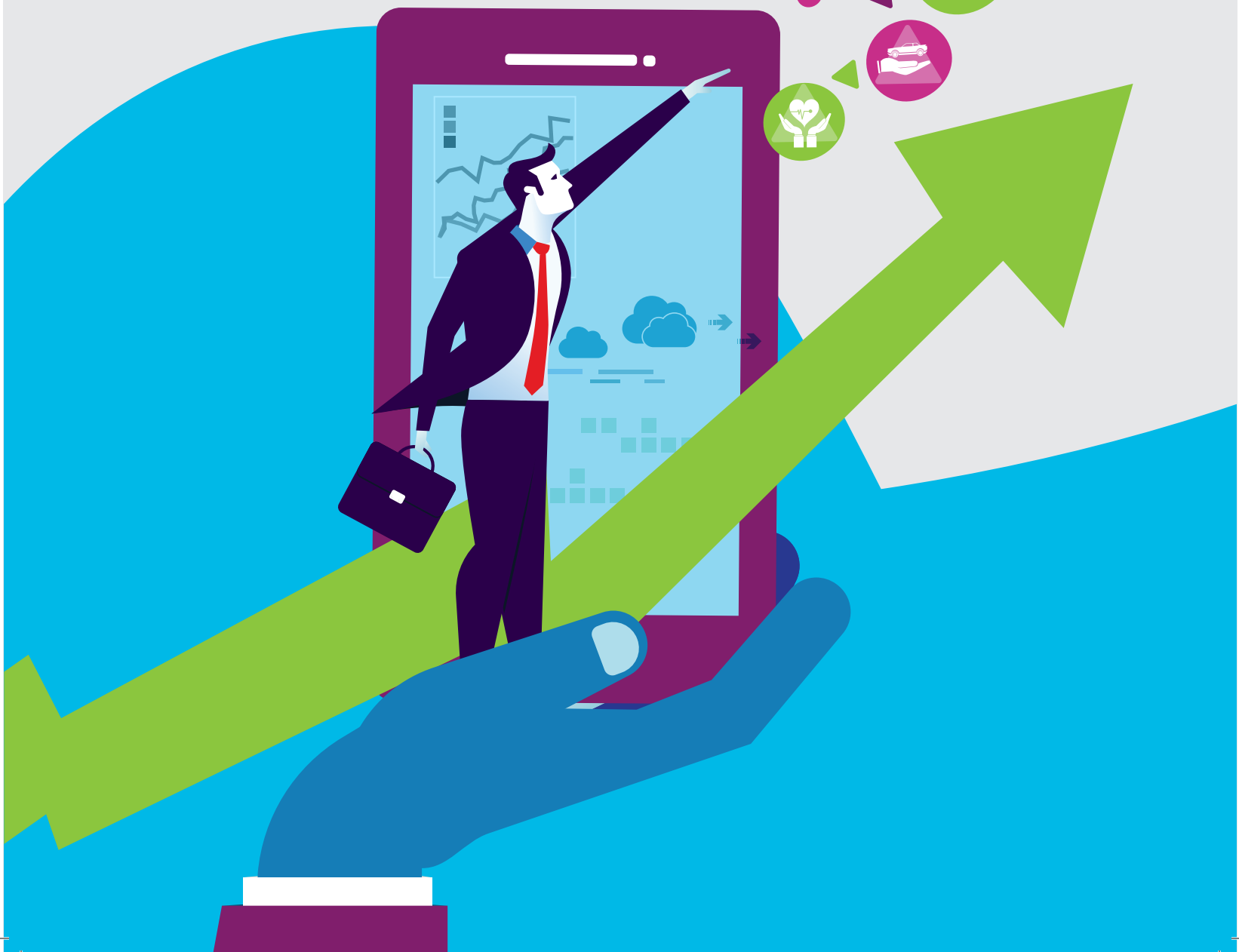
Helping Insurers Stay Ahead of Changing Customer Expectations around Claims

Claims intake is one of the most important customer touchpoints in Insurance. Customers who have had an auto accident or illness requiring a trip to the Emergency Room are already under significant stress. Claimants look for convenient ways to report the claim or an empathetic voice when they file the claim. As the World Insurance Report 2018 from Capgemini revealed, one way for insurers to put customers first is to improve digital agility across the customer touch-points, including key steps in claims reporting and processing. Delivering the best experience here can convert a customer into a loyalist.

The First Notice of Loss (FNOL), the first step in claims processing, is usually a call center-based service which requires extensive questions and data gathering. For many auto and small commercial carriers, this is mostly done manually, which increases a carrier's operational costs. Research shows that carriers using digital channels experience 80% shorter cycle time than those that use traditional channels[*].

To stay relevant, carriers need to transform their claims intake touchpoint

Customer		Insurer
Convenience	⟷	Lower Intake Costs
Quick Restoration	⟷	Quick & Accurate Adjudication
Quality Interactions	⟷	Customer Loyalty
Lower Premiums	⟷	Reduce Fraud

Capgemini's innovative Digital FNOL Utility solution addresses these needs to deliver a rich digital experience to customers and insurer claims staff

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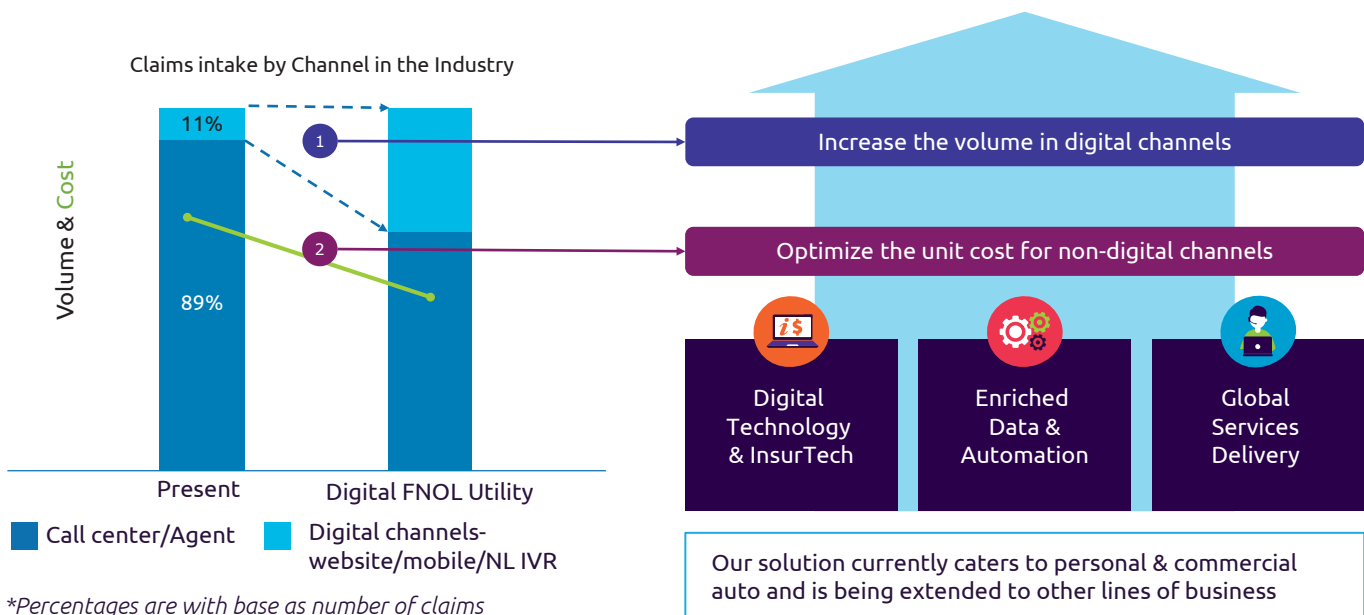* LexisNexis Future of Claims Study, 2017

Key Levers for a Transformative FNOL Experience

Capgemini has built a transformative FNOL solution for Personal Auto and Small Commercial segments that brings industry leading customer experience, technology advancement and operational efficiency for insurers. We understand carriers in the industry are at different levels of digital claims maturity. FNOL should be the first step for any carrier aspiring to increase the value delivered to their customers.

We composed a high value solution by bringing together Capgemini global capabilities and the extended Insurance ecosystem. Our solution offers:

- Embedded cutting edge technology from InsurTechs on a cloud/API ready solution for driving digital channel volumes
- Shifting left data collection & validation while also capturing more information needed for adjudication.
- Industrialized global contact center team that demonstrates your values as a seamless extension of your enterprise

Digital FNOL drives significant operational efficiencies through a two-pronged strategy

Claims intake by Channel in the Industry

1 Increase the volume in digital channels

2 Optimize the unit cost for non-digital channels

Present — Digital FNOL Utility

11% / 89%

Volume & Cost

■ Call center/Agent ■ Digital channels-website/mobile/NL IVR

Percentages are with base as number of claims

Digital Technology & InsurTech

Enriched Data & Automation

Global Services Delivery

Our solution currently caters to personal & commercial auto and is being extended to other lines of business

What is Capgemini's Digital FNOL Utility?

Digital FNOL Utility helps carriers empower customers and agents alike. Our solution, hosted on a cloud platform, provides an end-to-end digital omnichannel claims experience, with self-service capabilities for customers and a modern interaction management platform for carrier and call center agents.

Digital FNOL seamlessly integrates with your business process with the objective to conveniently gather as much information as possible out of the touchpoint . We commit to deliver complete and high-quality claims data to substantially reduce the adjudication cycle times and drive customer satisfaction.

Our solution increases agility and efficiency by leveraging emerging technologies such as Artificial Intelligence (AI), Machine Learning (ML) and Robotic Process Automation (RPA), as well as bring in capabilities of key InsurTech partners, to enable

- **Automated Damage estimation** – Vehicle external damage analysis and estimates
- **Extensive Data collection & Prefill** – Capture extended data about the loss
- **Fraud Detection** – Detect fraud with unprecedented levels of accuracy
- **Claim Validation** – Automated eligibility and coverage verification for most frequent loss types

Digital FNOL will operate as a seamless extension of your existing claims ecosystem
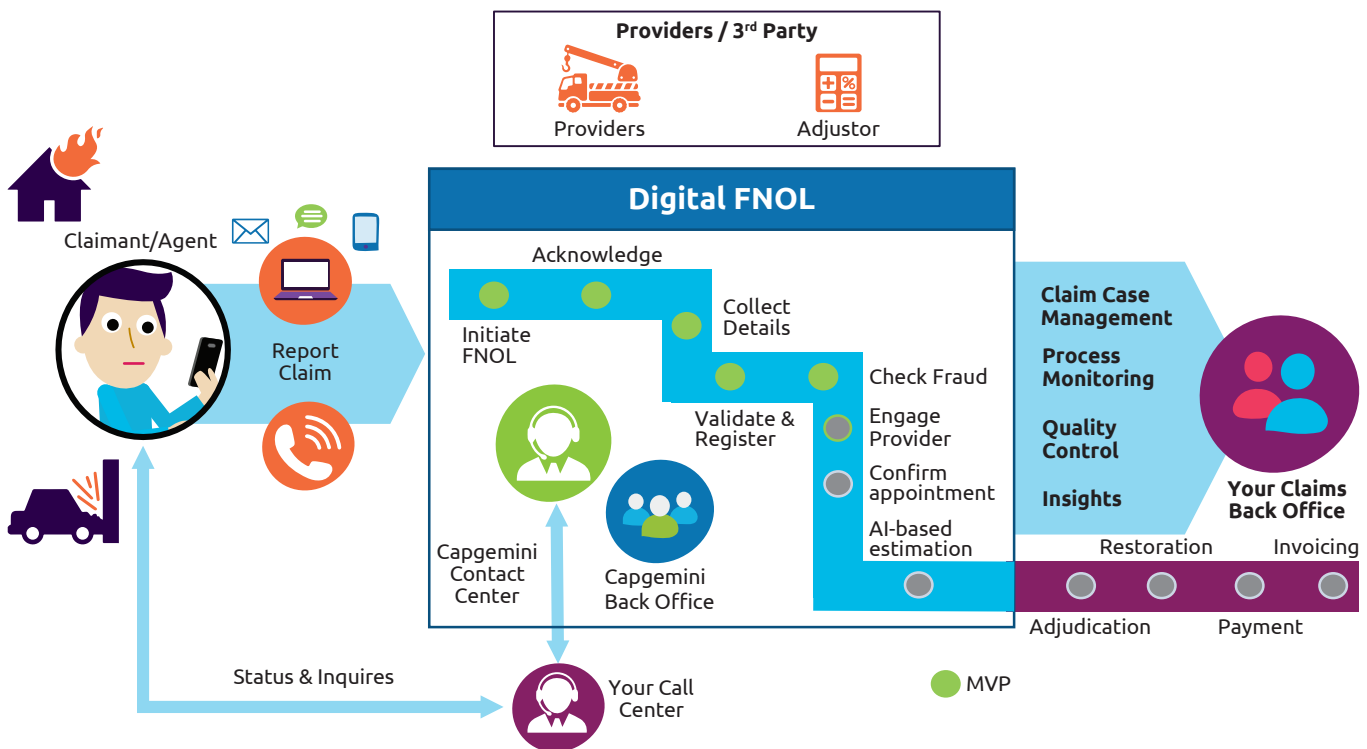
Features of Digital FNOL

- Your customers will have multiple channel options to file a claim, including self-service options with customer journeys compiled with the Human-Centric Experience Design method. Customers can report claims through web, mobile, email, chatbot, or by calling the agent or contact center.

- Digital FNOL is powered by Odigo®, Capgemini's omni-channel customer engagement solution that gives agents a complete contact center desktop and phone/email/chat (via web) connection to customers. It enables shorter call durations by providing contextual and holistic data on the touchpoint to the contact center agents.

- The contact center operations will be transformed by Capgemini with the help of our high-quality Business Services team which handles more than 2 million customer calls every year. This alone will give you at least 30% savings on your operational expenses.

- The optional Claims Preparation back office team augments the contact center staff by handling exceptions in data collection and validations, while also supporting the email and chat channels.

Digital FNOL Benefits

Digital FNOL Utility delivers a great customer experience to help businesses drive profitability and growth. An end-customer will enjoy convenience and agility while the insurer will gain operational efficiencies and customer retention.

1. Reduce upto **25-40%** of claim in-take related expenses
2. Reduce loss adjustment expenses by **70%**
3. Settle claims **20-50%** quicker
4. Retain upto **15%** more customers
5. Improve loss ratio by **1-2%** by reducing fraud

Why Capgemini?

Our deep experience in the Insurance Industry is underpinned by our leading Insurance Industry Practice, which has delivered FNOL technology implementations and services for many large US insurer; our Capgemini Invent team, with their digital customer experience expertise; and our Business Services team, which offers the Call Center capabilities in our solution.

In addition to Odigo©, our omni-channel engagement platform that has helped our clients globally increase customer and employee satisfaction, we have several assets and accelerators that can jumpstart your Digital FNOL journey and quickly deliver value to your business. Our solution is also enhanced by our industry, technology and InsurTech partnerships, including Guidewire, Duck Creek, Salesforce, UiPath, Appian, Shift Technology, and Galaxy.ai.

To find out how Capgemini can help you transform your claim intake to an omni-channel, customer-centric and highly automated process, visit www.capgemini.com/insurance or email us at insurance@capgemini.com

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About Capgemini

With more than 190,000 people, Capgemini is present in over 40 countries and celebrates its 50th Anniversary year in 2017. A global leader in consulting, technology and outsourcing services, the Group reported 2016 global revenues of EUR 12.5 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

For more details on this offering, write to us at

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