ONBASE VIDEO FOR MULTIMEDIA MANAGEMENT

✓ Manage and deliver multimedia content

✓ Provide industry-leading customer service

✓ Empower decision-making by increasing visibility

OnBase Video delivers an elevated experience for managing and delivering multimedia content by incorporating video and audio into critical insurance processes.

According to YouTube, every day people watch more than a billion hours of video and generate billions of views. Cameras are everywhere, including in our cars.

The insurance industry is no different. More and more customers submit videos as part of their claims investigation, and insurance carriers must find ways to harness the video revolution in service of their customers.

That's why leading property and casualty (P&C) insurance carriers are disrupting themselves. They're turning to technologies that enable greater scalability, higher operational efficiency and better quality of service. By giving technologies like live streaming video to claims and underwriting staff and field adjusters, carriers can:

- Differentiate themselves from the competition

- Improve the speed and accuracy of claims operations

- Attract and retain customers through better quality of service

- Maintain their lead in the marketplace

Insurers need to re-imagine processes and think more holistically to make it easier for customers to submit video. They need to better enable adjusters to view video and communicate with customers. And they need to make sure they have secure and compliant ways of storing and accessing video.

OnBase Video provides optimized upload, management and playback of multimedia content, and files are stored in the Hyland Cloud, which eliminates associated hardware and maintenance requirements. Automatic transcoding of video assets into a streamable format with multiple resolutions ensures support for a variety of devices and bandwidths.
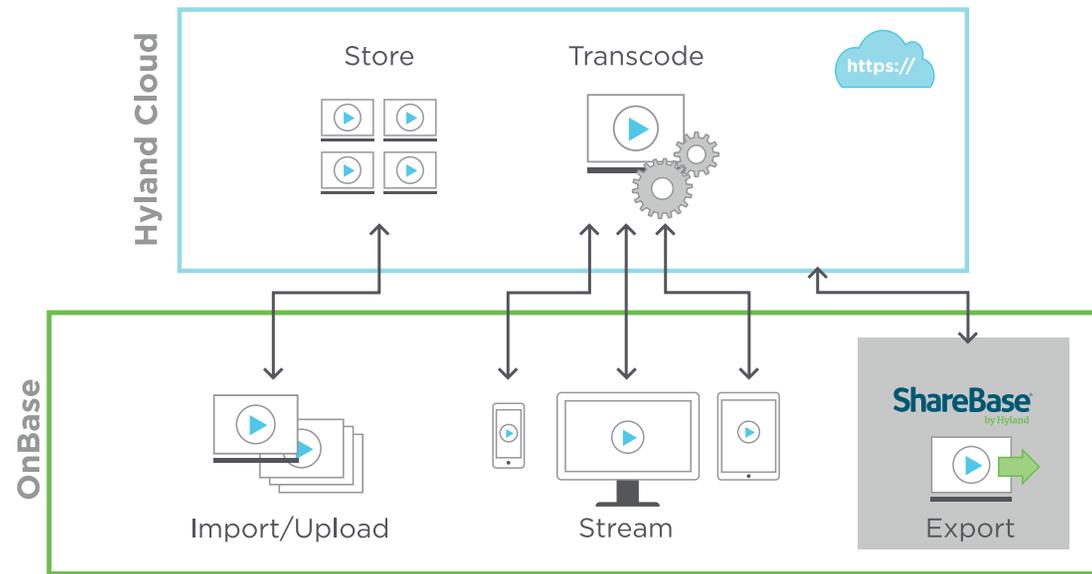
Hyland®

BENEFITS

- Simplifies the management of a variety of video formats, eliminating the technical challenges of storing and streaming large multimedia files

- Eliminates manual effort related to transcoding individual video files into multiple formats for optimized streaming

- Streamlines access to multimedia directly from the OnBase enterprise information platform, including powerful search and easy retrieval

- Provides a consistent user experience by leveraging one built-in player for all video and audio playback

- Relates video to other vital content, providing users a truly complete view from a single application

- Integrates video into claims and under writing business processes by leveraging embedded workflow, security, retention and more

HOW IT WORKS

Video files are uploaded using the Web Client's Import dialog. Document Import Processor (DIP) can also be leveraged for bulk uploads. The files are stored and managed in the Hyland Cloud, and automatically transcoded into multiple formats and resolutions optimized for streaming. Users can then leverage standard OnBase document management functionality to access videos, and files are streamed directly within the Document Viewer. Files can also be exported via Workflow using the OnBase Interaction with ShareBase and shared externally.

INSURANCE USE CASES

- **Incorporate video into a claims and underwriting business process:** As video capturing technology has become more and more prevalent, video and audio as visual inspection and evidence must be seamlessly integrated into claims and underwriting processes alongside relevant documents and data. This ensures users have all the information they need to make the best decisions possible without the technical challenges of storing and managing these kinds of files.

- **Distribute videos for education and training:**
  Carriers that require employees to view video content for training or educational purposes need a simple solution for storing and streaming large video files. They must also be sure to account for different types of devices and bandwidth availability. OnBase Video automatically transcodes video files into multiple resolutions and bitrates, providing the best viewing experience given the device and connection quality. Videos can even be distributed via Document Knowledge Transfer and Compliance, ensuring all employees have access to the most up-to-date versions of required videos and that deadlines for viewing and acknowledgement are enforced.
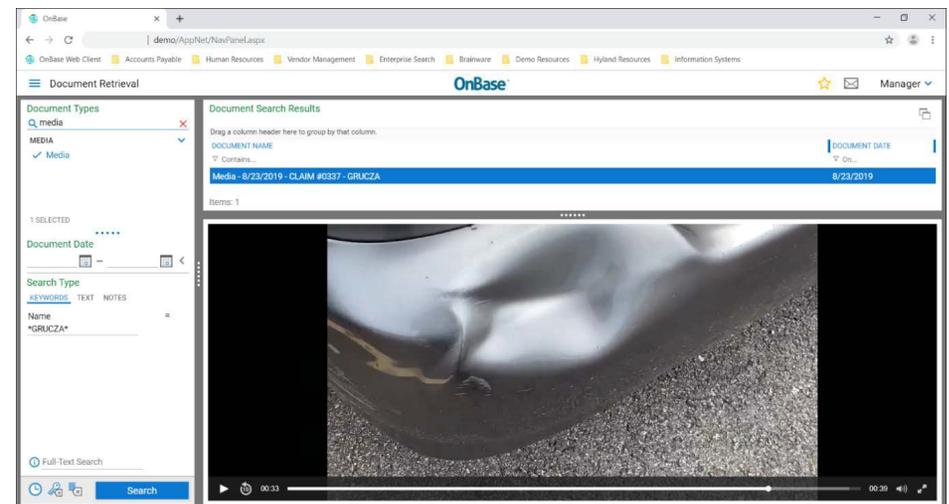
KEY FEATURES

- **Optimizes upload of multimedia files** from the Web Client for ad-hoc importing, as well as DIP for bulk importing files from a network directory
  - Supported file formats include: AVI, MOV, WMV, MP4, MPEG, FLV, MKV, Quicktime, M4V, 3GP, OGG and more

- **Provides cloud storage and management of multimedia files** via the Hyland Cloud

- **Automatically transcodes videos** into resolutions and bitrates optimized for streaming in HLS format
  - Standard experience: 540p at 1500 kbps
  - Hi-def experience: 540p at 1500 kbps and 720p at 4500 kbps

- **Streams video in-client using the native OnBase Document Viewer** and automatically adjusts resolution via adaptive bitrate switching for the best user experience

- **Supports popular OnBase document tasks and** like cross references, custom queries, folders, Workflow (including the Interaction with ShareBase), DocPop and more

THE ONBASE VIDEO INTERFACE

Web client — document retrieval

Users can leverage standard retrieval methods to search for videos stored in the Hyland Cloud, and files stream directly within the native OnBase Document Viewer in the Web Client.

Learn more at **Hyland.com/insurance**

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