

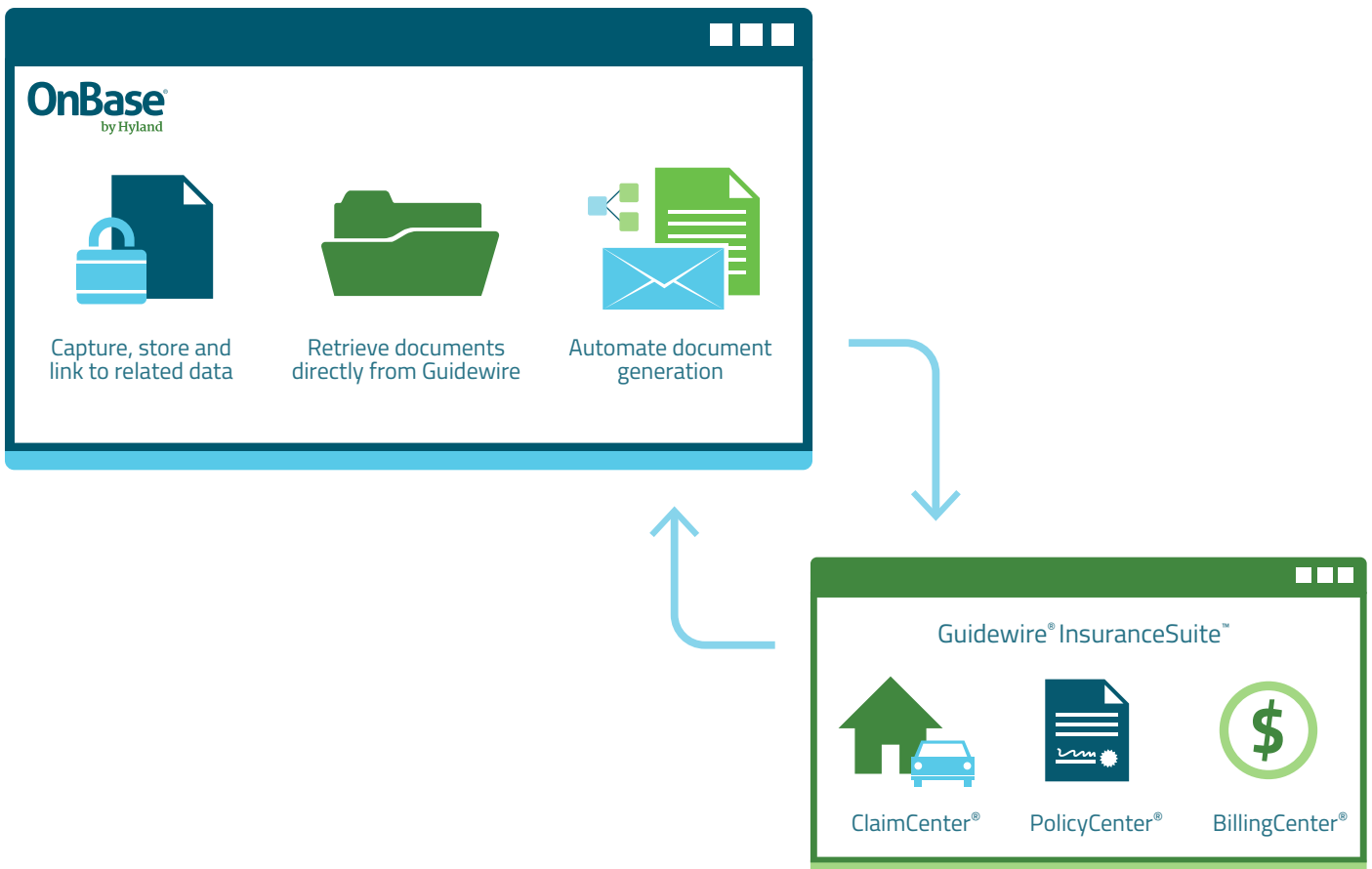
Streamlines claims, underwriting and billing

Improves access to information

Increases productivity

## Guidewire integration increases insurance process efficiency

OnBase integrates seamlessly with Guidewire InsuranceSuite™, making information easily accessible and simplifying claims, underwriting and billing processes. OnBase captures and stores policy-related documents electronically, linking them to the associated claims data and policy information in Guidewire. Insurance staff instantly access those documents in Guidewire, improving decision-making and eliminating the need to search through multiple applications, file shares or paper records.



## Equips underwriters with instant access to information

When underwriters make policy decisions, they often require information that is stored in multiple systems and physical locations. OnBase equips underwriters to better evaluate risk, assess options and review related documents supporting an application without ever leaving their Guidewire screen. Using an organised folder interface, underwriters quickly access all documents and data related to a potential policyholder, enabling quick, accurate decision-making and reducing risk associated with customer-service-level agreements.

OnBase further streamlines the underwriting process by triggering activity records in Guidewire – indicating that a motor vehicle report has been received and captured in OnBase, or reminding an underwriter to review a document at the time of policy renewal. In addition, OnBase pulls key information from Guidewire to generate policy-related documents and personalise correspondence with clients, resulting in improved customer service and satisfaction.

## Empowers adjusters to handle claims more effectively

With OnBase, adjusters have instant access to the information they need to accurately investigate and settle a claim, increasing efficiency and reducing the risk of costly claims leakage. Documents such as claims photos, first notice of loss documents and medical documentation are one click away, accelerating the claims process, reducing bottlenecks and facilitating timely decisions. By automatically generating acknowledgement letters and requests for additional information, OnBase enables adjusters to focus on higher value initiatives, such as interviewing key individuals and examining the important documents surrounding a claim. In turn, Guidewire can also kick off related processes in OnBase Workflow – assigning the necessary internal tasks and alerting the third parties that support critical activities, including subrogation, litigation and medical review.

## Improves access to and distribution of billing documents

OnBase automatically stores premium, cancellation and reinstatement notices generated by Guidewire, linking the documents to other supporting information within a tabbed folder structure. Underwriters, claims adjusters, customer service representatives and accounting staff quickly access these billing documents directly from Guidewire, eliminating the need to change applications. OnBase also manages the distribution of documents such as billing notices, collection notices and cancellations of non-payment – automatically configuring them for customer delivery via fax, e-mail, FTP sites, network printers or online portals. In addition, when a billing enquiry is received by post or through the customer call centre, OnBase automatically creates an activity record in Guidewire, prompting customer service representatives to take action or triggering underwriter review.

Learn more at [OnBase.com/Insurance](https://www.onbase.com/insurance) »