

ONBASE ONSITE



Accelerate the claims process through real-time video collaboration

The rapid evolution of the insurance industry is in large part due to the InsureTech boom. Digital transformation and optimization efforts are underway throughout the industry with new business ecosystems developing every day. The decision to adopt technology to better serve the customer experience occurs more often than it ever has before.

OnBase OnSite, Hyland's virtual field inspection and evidence collection solution, is one such technology. The solution enables insurance field staff, contractors or customers to collaborate with claims adjusters, customer support representatives or underwriters in real time, allowing them to record live video, voice and photos of the inspection site. They can then upload those photos, videos and other documents related to the inspection to the solution's web portal, giving adjusters instant access to that information.

ACCELERATE CLAIMS THROUGH ADVANCED FIELD RESOURCE MANAGEMENT AND POLICYHOLDER SELF-SERVICE

When a policyholder encounters a loss, they trust their insurer will provide the best service as quickly as possible. The OnBase OnSite claims collaboration platform enables the insurer's team to deliver unparalleled customer service right from first notice of loss (FNOL) with real time and asynchronous photo and video collaboration, guided self-service and powerful field resource management tools.

The OnBase OnSite experience begins after the customer initiates a claim. They are sent a text message with a secure, web-based link to their claim. When the customer is ready to collaborate, they simply call the adjuster and begin the live video stream from the application. The adjuster guides the customer in real time, telling them what to capture and where to zoom. Then, either the adjuster or customer can take photos.

The recorded video, audio and photos are then stored securely and available for review immediately. With live stream access to the customer and their problem, your claims adjusters can quickly provide the right guidance to find a resolution.

That resolution only takes a day or two, rather than weeks, as is often the case with a traditional inspection.

COVER EVERY POSSIBLE INSPECTION WORKFLOW

By combining the power of live and offline video collaboration, OnBase OnSite can cover every possible inspection workflow, in addition to offering a host of other features designed to accelerate the documentation process. The solution also provides an array of claims handling tools for both customer self-service and professional field-loss documentation. Innovative technology supported by a simple, user-friendly design, OnBase OnSite helps improve every step of the claims process.



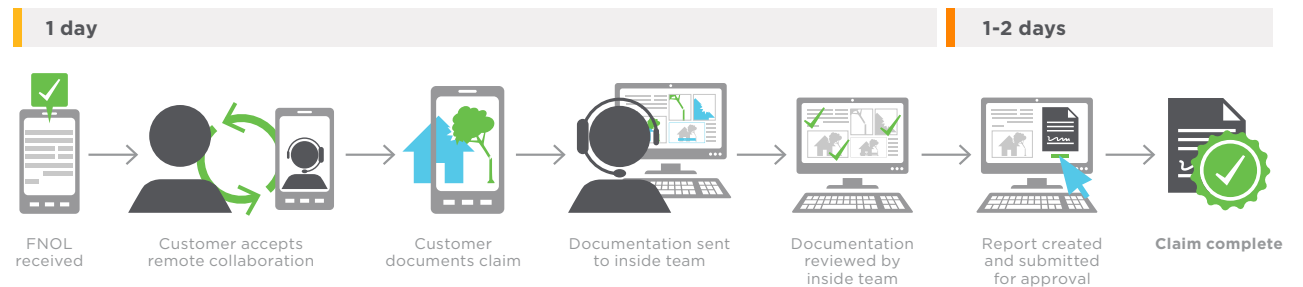
With OnBase OnSite's virtual field inspection and evidence collection app, claims are completed within days versus a traditional inspection, which often takes seven to 12 days.

INSTANT ACCESS TO CLAIM FILES AND INSPECTION DATA

Insurers spend less time coordinating inspections with field staff or waiting days for loss documentation to come in. With the OnBase OnSite web portal, insurance teams have full control over their claims and can easily deliver assignments, review content, generate reports and collaborate with onsite resources in real-time. Using OnSite, it is possible to increase adjuster capacity by 50 percent in some instances.

Recorded video and documents uploaded through OnBase OnSite are automatically organized and stored on the solution's web portal. That information is instantly accessible to adjusters and any other party granted permission. They can quickly and easily review claim files, manage inspection data, assign and collaborate with other users, and view a host of reports and dashboards. Estimates suggest that OnBase OnSite users get access to loss documentation 80 percent faster than previous solutions.

COLLABORATIVE REMOTE INSPECTION WITH ONBASE ONSITE WITH REAL-TIME VIDEO (2-3 DAYS)



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