xceedance

CLAIMS

On-Demand Claims Services

Insurance customers are constantly evolving, and policyholders now expect carriers to be more responsive, provide customized services, and process claims faster than ever before.

An efficient and policyholder-centric claims function is critical to the success of any customer experience transformation initiative, driving superior business outcomes for carriers. The importance of robust infrastructure for claims processing and customer support is emphasized even more during catastrophic (CAT) events. While carriers cannot always predict how many calls and claims they will receive before, during, and after a CAT event, they can ensure the right strategic partners are lined up, ready, and available on demand during times of unknown volumes. The cost-effective and on-demand claims services offered by Xceedance enable insurers to scale their operations, accelerate claim settlement speed, handle appraisals, resolve customer queries, and deliver a positive policyholder experience.

Claims servicing solutions

Xceedance offers global, on-demand claims services that help insurers boost claims efficiency, leveraging a proven right-shore delivery model. We provide operational support for processing and managing claims to ensure efficiency and accuracy. Our clients rely on us to execute all claims processes — from intake, acknowledgment, and set-up of first notice of loss (FNOL) to reserving, disbursing, posting, and reconciling payments. Additionally, our multi-lingual call center teams respond to questions regarding coverage, payment information, claims, and other requests, augmenting policyholder care workflows.

On-demand services for catastrophe and fast track claims

Call Center Solutions

Automatic Call Distribution and Interactive Voice Response (IVR) Call Routing

▶ Multiple options for call scripting and routing via custom phone numbers and business logic

Call Recording and Quality Assurance (QA)

▶ Recording enabled by line or IVR

CTI and Screen-Pop

Analytics and Reporting

▶ Automated interval or agent reports

▶ Clearly defined metrics based on the client's specific requirements, such as total time, wrap time, answer time, away from desk time, calls handled, calls abandoned, and total talk time

Surge Call Center Support

▶ Contact center staff increase by up to 50 full-time equivalent in the first 24-48 hours of a pending CAT

Back Office Solutions

FNOL

▶ Processing the intimation of loss

▶ Generating a claim number

Reserving

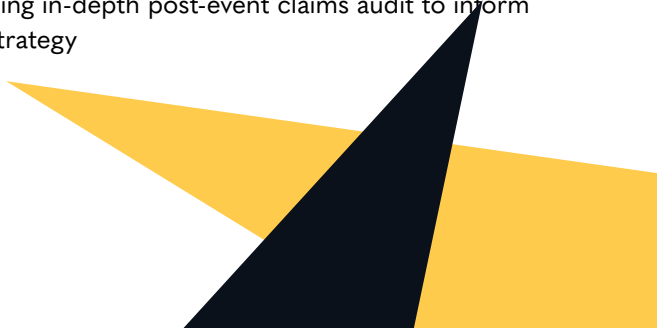▶ Setting up pre-defined reserves as per the impact of an event in a region

Pre-Defined Assessment

▶ Collating and evaluating the loss-related information and reports

Settlement and Closure

▶ Processing payments or recoveries through cheque or Electronic Fund Transfer (EFT)

▶ Closing the claim after settlement

Audit

▶ Performing in-depth post-event claims audit to inform claims strategy

Benefits to Your Operations

Accelerated Claims Settlement

With our team of experts managing your claims operations, you will experience rapid response, fast turnaround time, and end-to-end support for fast-tracked claims processing.

Enhanced Team Capacity

Our proven delivery model provides surge capacity to manage CAT claims and ensure customer satisfaction in times of crisis, while freeing internal claim handler capacity.

Improved Customer Support

Our call center teams ensure your customers have a seamless experience by training shared inbound agents, providing active on-floor management, delivering client-driven performance, leveraging advanced scripting tools, and monitoring call recordings for quality assurance.

Fast-Track Services

By utilizing our fast-track claim services you'll realize streamlined handling for claims involving no or pre-approved adjudication based on mutually-agreed conditions, plus accelerated processing for low-value and auto claims including towing, rental, glass and windshield damage, and more.

Flexible Pricing

Our agile commercial model allows you to customize the pricing package based on the claims and call center services that are right for your organization, without any minimum volume criteria.

Transparent Reporting

The on-demand model, including real-time dashboards and performance monitoring, puts you in charge of capacity and expense management. Our robust and effective reporting system uploads the results from all inbound and outbound calls and provides access to the results in real time using an online portal.

The Xceedance Edge

On-Demand Delivery Model

We deliver high-quality services with flexible pricing, featuring short service activation timelines and minimal training. We have the right mix of insurance domain experts and technology professionals to help you scale business processes and achieve your organizational goals.

Right-Shore Approach

With Xceedance delivery centers in the U.S., Poland, and India, and dedicated call center support in North America, our approach will find the right fit for your business need. Our highly scalable managed services and cutting-edge technologies are delivered to you from locations that provide the best combination of cost and efficiency.

Digital-First Operations

Our digital-first approach puts you on the leading edge of insurtech. By making strategic investments in emerging technologies, including robotic process automation, machine learning, artificial intelligence, natural language processing, and optical character recognition, we are well-positioned to help your business excel in a rapidly evolving era.

Strategic Operations Support

We offer innovative resources and capabilities in process optimization, technology transformation, and digital enablement to help manage your operations strategically. Our unique approach to problem-solving comes from serving a wide range of insurance organizations across diverse regulatory jurisdictions and business environments worldwide.

Extensive Partner Ecosystem

Our collaboration with leading technology and data providers helps your company utilize a variety of resources to optimize operations, apply intelligent technologies, strengthen analytic capabilities, and boost profitability

Success Stories

High Call Volumes Handled with Rapidly Scaled-up Claims Care Team

When Hurricane Irma hit the U.S., a regional carrier was in dire need of extra support. As part of our customer care and claims management services, Xceedance brought in 30 additional trained personnel within five days to handle nearly 2,000 calls per week for 90 days.

Rapidly Scaled-Up Resources to Support CAT Event

In 2017, when a Florida-based carrier needed additional resources to handle calls for its cat response after a major storm, Xceedance supported them with a full-scale response. We secured a dedicated phone line, utilized internal resources, sourced new ones, and leveraged partnerships with staffing firms to provide ten additional trained team members within five days to the carrier. The resources continued their assistance until call volumes returned to normal levels.

Learn how Xceedance can help your organization navigate complex market challenges, manage rapidly-evolving policyholder expectations, boost regulatory compliance, and kickstart enterprise transformation. Ready to find your way forward? Reach out to us at **contact@xceedance.com** to get started.