

Expert.ai for Claims Automation

> Guidewire PartnerConnect Solution Overview

The Insurer Challenge

Claims management is a language-intensive process that requires collection, processing, and analysis of large amounts of diverse information. This information can include complex documents such as claims forms, medical reports, accident descriptions and much more: manual validation of claims is both slow and costly.

The Solution: Expert.ai

Expert.ai helps insurance teams turn language into data to accelerate their claims processes and enable subject matter experts to focus on high-value tasks. Key functionalities include:

- deeply understanding of the documents
- document type identification
- relevant data points extraction
- values normalization (e.g. ICD)

Expert.ai augments automation workflows in every step of the claim validation process.

Solution Benefits

- Deliver claims reviews 40% faster
- Increase customer satisfaction
- Identify and reduce claims leakage by removing subjectivity

Planned Integration Benefits

Streamlining and optimizing the claims process:

- Reducing the processing time
- Obtaining efficiency gains
- Improving accuracy levels thanks to standardization
- Granting a better user experience

**INTEGRATION PLANNED
ACCELERATOR**

GUIDEWIRE APPLICATION:
ClaimCenter

VERSION:
ClaimCenter 10

GEOGRAPHIC REGIONS:
AMER, EMEA, LATAM, APAC

LANGUAGES:
English, Spanish, Italian, French,
German

LINES OF BUSINESS:
Personal Auto
Commercial Lines
Workers Compensation
General Liability
Travel





About Expert.ai

Expert.ai (EXAI:IM) is a leading company in AI-based natural language software. Organizations in insurance, banking and finance, publishing, media and defense all rely on expert.ai to turn language into data, analyze and understand complex documents, accelerate intelligent process automation and improve decision making. Expert.ai's purpose-built natural language platform pairs simple and powerful tools with a proven hybrid AI approach that combines symbolic and machine learning to solve real-world problems and enhance business operations at speed and scale. With offices in Europe and North America, expert.ai serves global businesses such as AXA XL, Zurich Insurance Group, Generali, The Associated Press, Bloomberg INDG, BNP Paribas, Rabobank, Gannett and EBSCO.



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