

AT A GLANCE

System of record

Guidewire ClaimCenter — unchanged

Connection

Secure, encrypted, API-driven integration

Return path

Notes, fields, activities, attachments, and workflow actions

Adjuster experience

No second application to learn

Oversight

Human-in-the-Loop exception review when required

INTEGRATION OVERVIEW

360IS + GUIDEWIRE CLAIMS INTELLIGENCE

Claims intelligence where adjusters already work.

ClaimCenter stays the system of record. Documents pass to 360IS over a secure API, come back as structured findings, and land on the claim according to the carrier's configuration. Adjusters never leave the claim file.

CLAIMCENTER

Claim or document triggers processing

SECURE API

Encrypted transfer of the relevant material

360IS ANALYSIS

Extract, structure, validate with HITL

BACK TO CLAIMCENTER

Structured results on the claim

HOW IT WORKS, STEP BY STEP

- 1 ClaimCenter remains the system of record.** Nothing about the carrier's data model, workflow ownership, or adjuster interface changes. 360IS is a processing service, not a second claim system.
- 2 A claim or document triggers processing.** A new demand package or medical record set arriving on the claim initiates the request, on whatever event the carrier chooses to configure.
- 3 Information passes securely through API integration.** Only the material needed moves, over an encrypted connection with configurable access controls.
- 4 360IS analyzes the relevant material.** The applicable product reads every page, interprets the content, and structures it into a consistent, repeatable output.
- 5 Structured results return to ClaimCenter.** Findings come back over the same secure connection as structured results ready for the claim.
- 6 Results populate the claim per carrier configuration.** Notes, fields, activities, attachments, and workflow actions — the carrier decides which.
- 7 Human-in-the-Loop exception review occurs when required.** Confidence scoring flags uncertain extractions before delivery, and flagged items route to a trained reviewer who confirms accuracy and context — so what reaches the adjuster has already been checked.

WHAT RETURNS TO THE CLAIM

Notes

Summary findings on the claim file

Activities

Follow-up tasks routed to the owner

Workflow actions

Triggers the carrier defines

Fields

Structured values for downstream use

Attachments

Output documents stored on the claim

Configuration

Carrier decides what posts where

WHAT THE CARRIER CONTROLS

Which events trigger processing, which products run, what returns to the claim and in what form, who can see it, and what happens next in the workflow. Configuration is defined with the carrier during implementation.

IT FOOTPRINT

No change to the system of record and no new interface for adjusters. Enterprise integration pathways for Guidewire, Salesforce, and AWS environments keep the implementation lift proportional to the workflow being automated.

WHY CARRIERS INTEGRATE THIS WAY

NO RE-PLATFORMING

ClaimCenter stays exactly where it is

NO ADOPTION CURVE

Adjusters work in the claim file they know

START NARROW

One workflow first, expand as value proves out

DEFENSIBLE BY DESIGN

Human review and an audit trail behind the output

Designed to complement Guidewire ClaimCenter through secure, API-driven integration. 360 DemandReview and 360 MedReview are on the Guidewire Marketplace.



See the integration in action. Explore the products and request a demo:
360intelligentsolutions.com/solutions-insurance

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