

PLATFORM OVERVIEW

360 CLAIMS INTELLIGENCE SUITE

Critical claim intelligence already exists inside every carrier — in documents, notes, fields, email, medical records, and demands. The suite extracts it, structures it, validates it with human reviewers, and returns it to the claim system where adjusters already work.

AT A GLANCE

Category

AI claims intelligence and intelligent document processing

Availability

DemandReview and MedReview on the Guidewire Marketplace; MailStream and Ask360 coming soon — demos available at 360intelligentsolutions.com

Architecture

Enterprise AI and LLM analysis on AWS; Salesforce-compatible; prebuilt Guidewire pathways

Oversight

Human-in-the-Loop validation and QC on every workflow

THE CARRIER PROBLEM

Carriers are trying to increase straight-through processing, but the documents that decide a claim are unstructured. Throughput tracks adjuster availability rather than claim volume, reviewers capture different facts from the same file, and undocumented findings are hard to defend at audit.

THE INTELLIGENCE PLATFORM

Every product runs on one pipeline — so a carrier can deploy a single capability against a single workflow and add the next later without re-platforming or rebuilding integrations.

EXTRACT

Every page read at once — PDFs, faxes, scans, handwritten notes.

UNDERSTAND

Clinical, billing, and claim context interpreted, not transcribed.

STRUCTURE

Diagnoses, providers, timelines, billed vs. allowed in one format.

VALIDATE

Reviewers confirm flagged items; every entry keeps a citation.

ACT

Findings return to the claim system as notes, fields, and attachments.

360 DEMANDREVIEW **GUIDEWIRE MARKETPLACE**

Structures the medical and billing data inside a demand package, returns highlighted OCR results, and surfaces inconsistencies so every adjuster evaluates risk the same way. In production, one carrier reported review time falling from 2.5 hours to 43 seconds per file.

360 MEDREVIEW **GUIDEWIRE MARKETPLACE**

Summarizes clinic notes, ER reports, imaging, and billing into a chronology cited to the original pages, answering 60+ medical-focused questions with confidence flags on what needs confirmation.

360 MAILSTREAM **COMING SOON**

Ingests PDFs, faxes, emails, and handwritten notes, then classifies and routes them automatically — cutting intake cycle time and feeding the suite with structured data earlier.

ASK360 **COMING SOON**

Reviewers write their own prompts and question documents in real time, with answers cited to the exact page, paragraph, or field and an audit trail behind every response.

STRONG ALONE. STRONGER TOGETHER.

Each product solves a complete problem on its own. Adopted as a suite, MailStream classifies what arrives, DemandReview and MedReview structure what matters inside it, and Ask360 lets a reviewer interrogate any of it — so a file is read once and every capability works from the same validated, cited data.

HUMAN-IN-THE-LOOP & QC

AI enhances, not replaces, the expertise of the team. Models extract and structure; trained reviewers confirm accuracy and context before anything reaches the adjuster. Confidence scoring routes flagged items to exception review, with an audit trail throughout.

ENTERPRISE ARCHITECTURE

Enterprise AI and LLM analysis on AWS, with Salesforce available as a system of record. Documents leave the claim system over a secure API and findings post back as notes, fields, activities, and attachments. Designed to complement Guidewire ClaimCenter through secure, API-driven integration.

15m+

Transactions processed

80%

Reduction in review time

95%+

Accuracy with HITL oversight

Scale reflects transactions processed to date. Review time and accuracy are client-reported production results.



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

ENTERPRISE INSURANCE EXPERTISE
PROVEN SCALE • EASY INTEGRATION