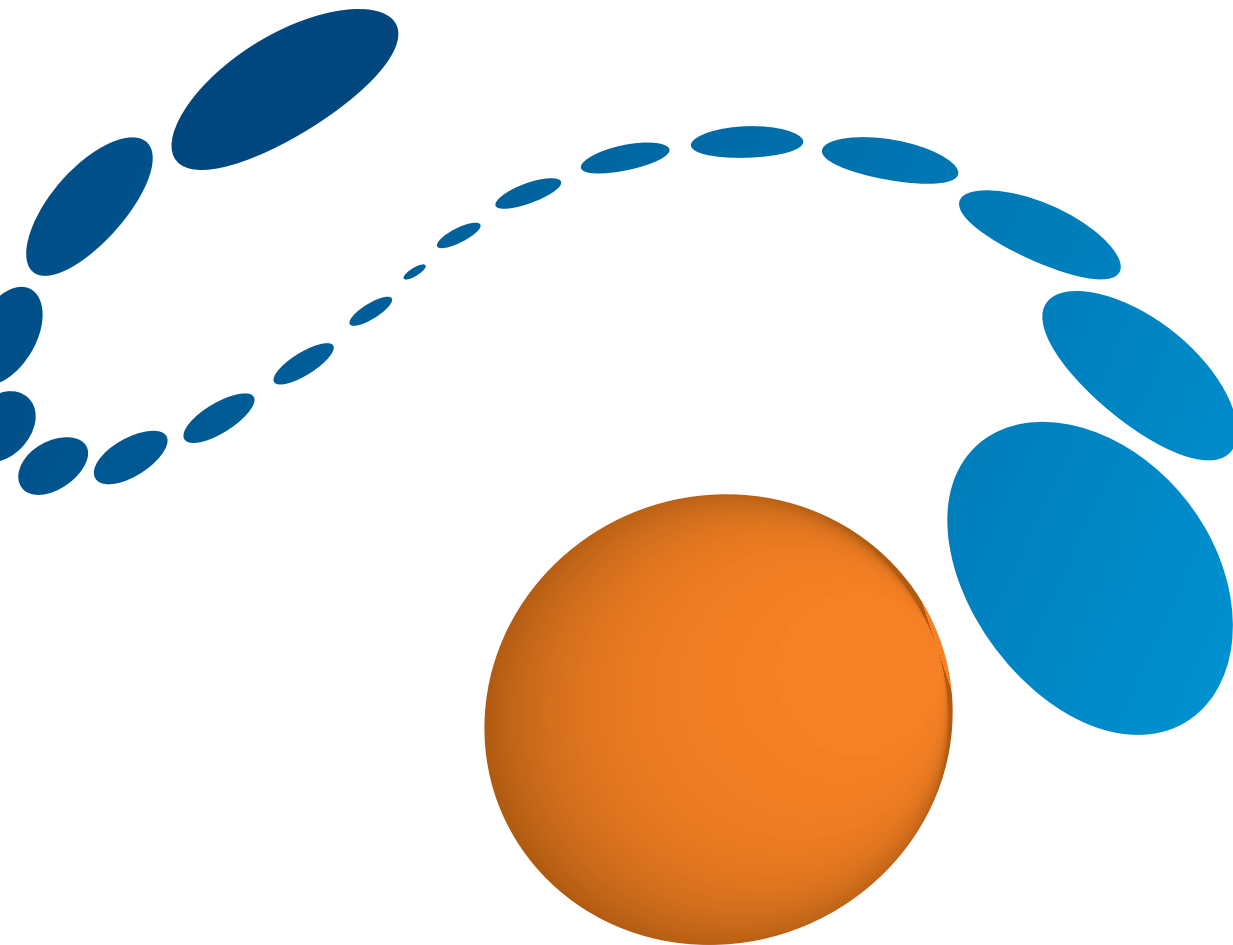


Claims Management: On the Path to Retention and Growth

Claims Workstation



Technology Leads to Retention and Growth

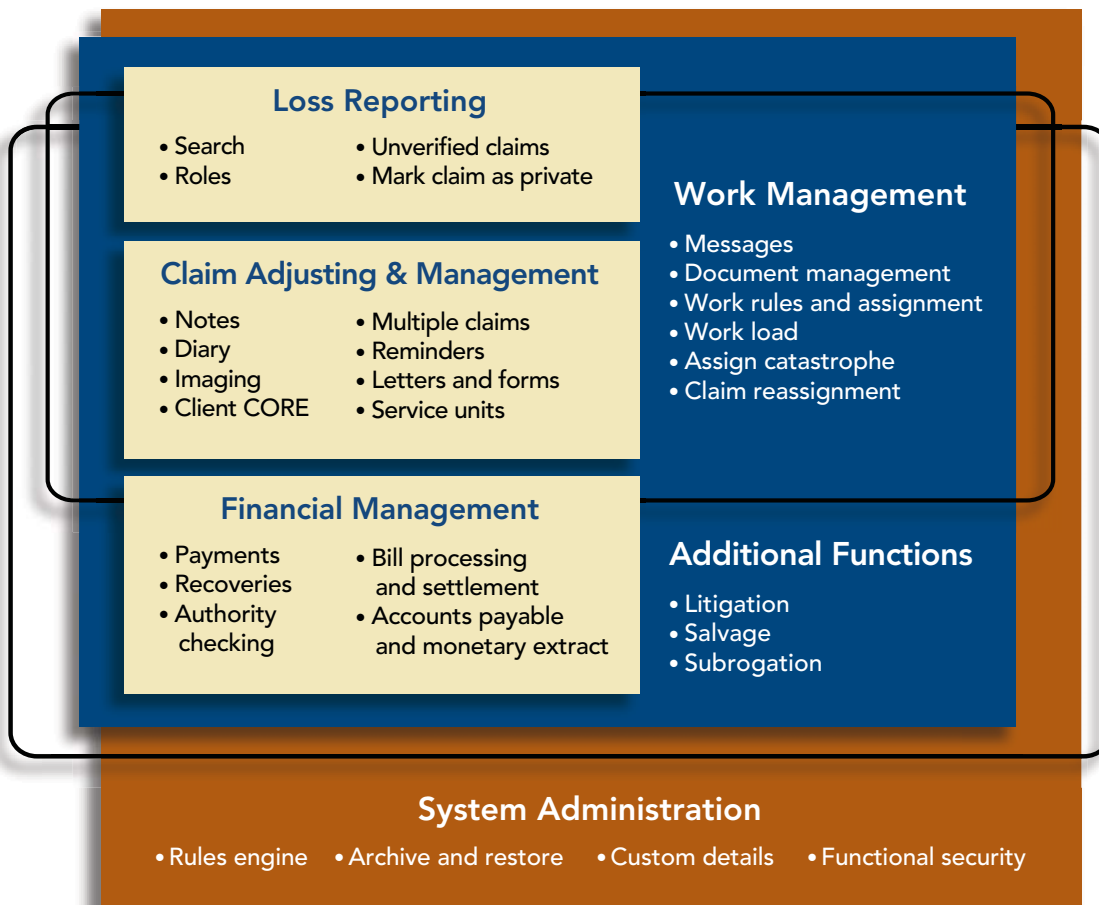
Insurers already know how important claims are when it comes to retaining customers. Industry figures indicate that claims account for nearly 60 to 70 percent of total premium revenue, a significant percentage of insurers' financial results. However, a variety of reasons drive many insurers to continue to manage claims with manual processes or multiple systems. Meanwhile their competitors have moved ahead with advanced

solutions that provide web-based claims management. These competitors are strategically positioned for healthy policyholder retention and strong growth.

"The next generation claims management systems will reduce the total cost of processing claims, reduce the cycle time of end-to-end claims processing and provide greater customer retention," says Stephen Forte, a principal research analyst with Stamford, Conn.-based

Gartner's insurance industry advisory service, according to *Insurance & Technology* magazine.

A growing number of insurers across the country are in production with Web-based Claims Workstation and are learning the value of this innovative system ... a system that streamlines daily work, enables smart decisions and helps companies deliver the high level of customer service their customers and business partners want.



Our Claims Workstation system provides Web-based, lifecycle claims management on modern, adaptable technology. It's a very customizable solution based on proven technology and gives new flexibility and power through configuration to tailor the system to your specific environment. You'll quickly see that this solution was designed for companies that want to work with clients and business partners in creative ways.

Flexibility to Take Control

A portion of the satisfaction that comes from working with Claims Workstation is the power you gain from the System Administration component, which imparts the power to easily:

- Set authority limits
- Enter coverage, reserves and category information for lines of business, and
- Establish fields for capturing information that is unique to your company's business

Claims Workstation supports all major property and liability claim types and lines of business. The solution

is able to support less common niche lines as well, and you can define lines of business as needed. Use this powerful flexibility for a variety of specific business and claim purposes such as:

- Creating state-specific claim processing and work flow
- Setting up unique personal and commercial automobile processing based on the vehicle type (SUV, truck, motorcycle, etc.)

Different property claim processing can be created based on property type (primary, secondary residence), construction, or other specific criteria.

Claims Workstation

Increased Productivity

Clearly one of the most important advantages of an advanced claims management solution such as Claims Workstation is increased productivity. Claims management with Claims Workstation results in:

- Staff providing the right answers to callers with no guesses or callbacks.
- Work being automatically routed as needed.
- Rules reflecting your environment and ensuring consistent processes.

Finally, since Claims Workstation reduces time needed for routine manual chores, you have more time available for in-depth claims investigation. Additional investigation can lead to more equitable claims settlement and less leakage.

Claims Workstation's broad functionality and service efficiencies enable faster settlement, consistent claims handling, and opportunity to improve your own competitive position.

Enhanced User Experience

Working with outdated systems places a burden on workforces since no one could predict today's

requirements years ago. Fortunately, Claims Workstation provides components that swiftly address current and future needs:

- First Notice of Loss and coverage verification
- Automated claim assignment
- Assignment of a single claim to more than one adjuster
- Claim adjuster desktop
- Content management
- Workflow management

Claims Workstation will interface to the imaging and document management systems of your choice.

Claims Workstation's work management features set the standard for organizing and monitoring work items, including:

- Establishing priorities
- Allowing management review of claims activity, backlogs and adjuster workload
- Providing a diary system so users see work outstanding on the claim

Advanced Technology

You have the option of running Claims Workstation over the Internet or on an intranet since it was developed around Enterprise Java Bean component technology and a J2EE platform.

Customizing and integrating Claims Workstation is streamlined due to:

- Rules server integration
- Custom details administration
- Platform flexible code
- Component infrastructure
- XML-enabled interfaces

Designed to provide maximum value to insurance companies, Claims Workstation provides efficiencies in daily administrative tasks and is easy to customize and maintain. Some benefits include:

- Enhanced client relationship management. Claims Workstation is integrated with our Client CORE® system, which also shows other relationship information such as policy and billing account information if interfacing with StoneRiver systems
- Reduced training costs
- Easier deployment
- Platform flexibility. Claims Workstation is in production on a number of different platforms.

With Claims Workstation you gain the advantages provided by broader functionality, greater service efficiencies, and easier integration across increasingly complex organizations.

Strategic Alliances: Complete the Process

Streamline the claims process in your organization through predictive analytics and by automating bill review and claims workflow between Claims Workstation, your estimating systems, internal IT systems, and partners. Capitalize on the partnerships we have in place with reliable providers of these and other solutions. Contact us today for a complete list or for more information.

About StoneRiver - Insurance Solutions

StoneRiver - Insurance Solutions delivers the industry's widest range of technology solutions and services to insurance carriers, agents, and broker-dealers. This versatile product group encompasses front-office, policy, claim, rating, underwriting, billing, reinsurance, financial and compliance solutions for all major business lines.

About StoneRiver

Hundreds of insurers, thousands of agents and brokers, and tens of thousands of pharmacies rely on StoneRiver software and processing solutions to achieve a competitive edge. StoneRiver promotes client success by streamlining complex business processes. Visit www.stoneriver.com for more information.



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