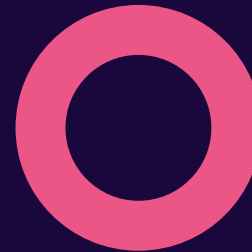
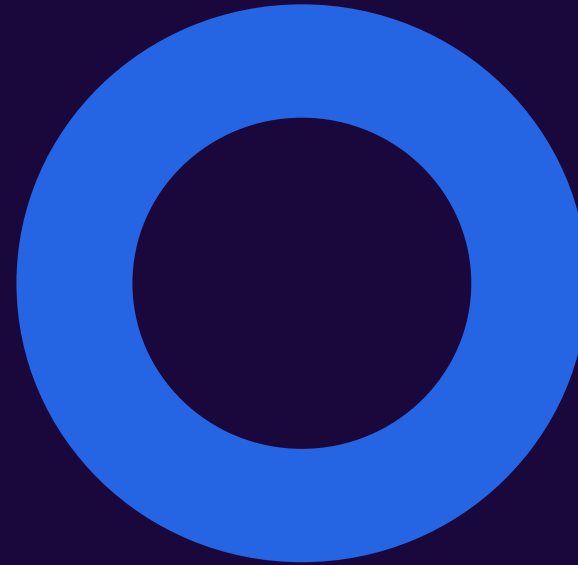


DOCOSOFT

A claims
management
system that
works as one

Automated intelligence with the human touch





Customizable claims management

A global claims platform should enable multiple participants to **connect** and **interact** as they create and **exchange** value. But is that possible with current market technology? With DOCOsoft, the answer is **yes**.

Market leading automation

A global electronic claims platform capable of plugging in multiple Application Programming Interfaces (APIs) to carriers' claims systems already exists and is processing millions of rich claims messages. That platform is DOCOsoft's claims management system.

DOCOsoft's technology is customizable and adds significant strategic value for claims leaders. It answers all the key requirements for delivering a next-generation claims solution:

- ✓ Intelligent automation that provides a user-friendly experience and a 360-degree strategic view of claims
- ✓ A best-of-breed claims system that raises performance and improves productivity
- ✓ Automation of routine tasks, allowing your people to focus on more complex claims challenges
- ✓ Triaging and segmentation powered by Artificial Intelligence (AI)

If your claims management technology does all this, you're probably using DOCOsoft already.



The benefits of our claims management system

- ✓ Our claims technology provides a complete integrated solution that replaces outdated legacy systems
- ✓ DOCOSoft helps you leverage data insights, improve customer satisfaction, reduce costs, and process claims more efficiently
- ✓ Our system enables powerful analysis, generating fresh insights into everything from claims reserving to new and emerging risks like cyber
- ✓ DOCOSoft's technology provides a customizable full-life-cycle claims solution that integrates with your underwriting system
- ✓ Our system can plug in external APIs with cross-functional utility, helping you integrate internal and external data.

Faster
claims processing

Lower
operating costs

Happier
policyholders

Stronger
regulatory compliance

More effective
claims handling



Trusted around the world

**Insurers and reinsurers
around the world know they
can count on our robust,
scalable, future-proofed systems**

Our user footprint includes:

- | | |
|---|---|
|  Australia |  Netherlands |
|  Belgium |  Poland |
|  Bermuda |  Singapore |
|  Brazil |  Switzerland |
|  Canada |  UAE |
|  France |  UK |
|  India |  USA |





C-suite
client
insights

The C-suite claims advantage

Insightful insurtech for enhanced
business intelligence

What our C-suite partners are telling us:

*"I need to refine processes and make running
efficiencies to reduce costs, increase profits
and keep shareholders happy."*

The benefits of a global claims platform:

- ✓ Efficiency
- ✓ Profit increases
- ✓ Cost reductions
- ✓ Assurance advantages
- ✓ Foresight
- ✓ Reliable expertise
- ✓ Consistency
- ✓ Security
- ✓ Scalability



More than a claims software solution

DOCOSoft delivers:

Profitable insights

Comprehensive analytics offer clear visibility, enabling you to gain a competitive advantage.

Improved efficiency

Integrated workflows that serve your whole workforce improve productivity and raise performance.

Expert guidance

Our experts know the regulations and keep up with the latest developments to make sure your business stays compliant.

Steadfast security


Agile DevOps processes allow the application lifecycle to iterate and improve quickly and securely.

Rapid support

Our emergency response teams are committed to getting you back up and running within the hour.

Scalable solutions

Our claims management core flexes to fit your business, and our systems can scale when you need them to, with add-on modules that create adaptive workflows.



**DOCOSoft brings
you the future of
claims today**



Head of Claims insights

The Head of Claims advantage

What our Head of Claims clients are telling us:

"I need reliable, expert teams that manage work well to keep customers happy and ensure the business looks good."

The benefits of our global claims platform:

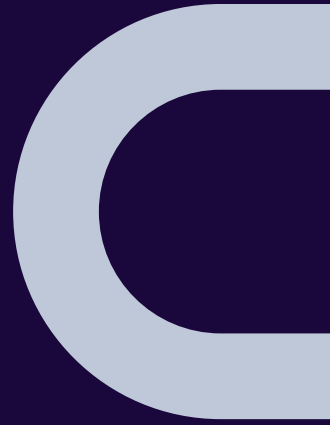
- ✓ Efficiency
- ✓ Profit increases
- ✓ Cost reductions
- ✓ Assurance
- ✓ Integration
- ✓ Insight
- ✓ Expert teams
- ✓ Consistency
- ✓ Implementation
- ✓ Adaptability



More than

100

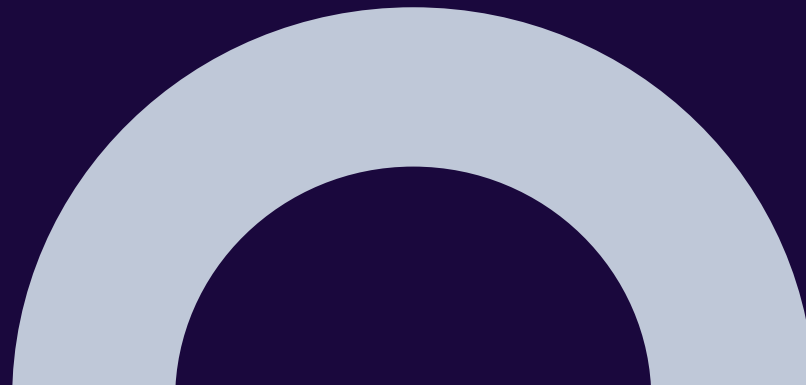
years of client-facing expertise



Many of our clients have been working with DOCOsoft for a decade or more. Some of our newer clients went live with us, completely remotely, during the Covid-19 pandemic.

We have longstanding relationships with many experienced heads of claims who can attest to the excellent client service we provide.

If we added up all the time we've spent working with clients, the total would run to more than a hundred years. That's a lot of experience resolving complex legacy claims issues!



More than a software solution

DOCOSoft delivers:

Intelligent insight

Analysis of accurate, up-to-the-minute data provides the total visibility required for market-trend forecasting and safer business decision making.

Accurate reporting

Our integrated systems offer real-time record keeping and streamline data collection to generate reliable reports in no time.

Working smarter

Routine tasks can easily be automated, removing user error and freeing your team up to focus on the challenges only a human can handle.

Experts upskilled

Continually review your teams' practices and performance to identify skills gaps and put appropriate training in place.



Accelerate and automate claims settlement

Outdated claims systems continue to hold back global carriers who haven't embraced the advanced technology solutions now offered by insurtech innovators like DOCOsoft.

But more and more claims teams are turning to technology solutions capable of plugging in multiple external APIs, exchanging rich claims messages, generating insights, removing duplication, automating processes and enhancing performance.

We help our clients automate, so that they can focus on more complex claims. We deliver innovation that allows our clients to know their customer.

Innovation comes as standard at DOCOsoft.

It's in our DNA.

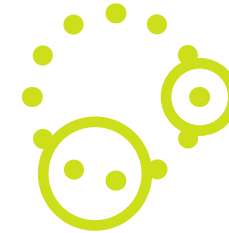
- ✓ First-class in-house and locally based support team
- ✓ Strong relationship with specialist software development centre
- ✓ Close R&D links with top universities.

The future of claims-data-driven analytics

Efficient, structured data capture at every stage in the process is essential to unlocking the full benefits of technology.

- ✓ Capture customer, risk, premium and claims data
- ✓ Supplement with third-party data
- ✓ Use APIs to bring in satellite, IoT and CAT modelling data.

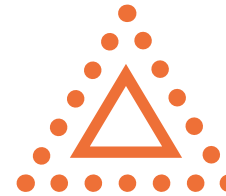
Driving cost savings throughout the process:



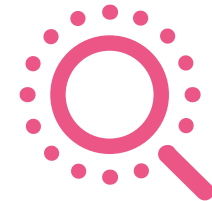
Claims predictive analytics



Process improvements



Claims triage and proactive settlement



Claims leakage analysis



Modular solution

DOCOSoft's technology is highly flexible and scalable, to reflect the full range of clients' needs. This attribute is all the more important in the current post-pandemic era, providing you with the options you need to achieve a fully integrated and holistic claims management solution.



Our DOCOcloud offering

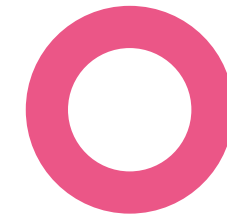
Our DOCOCloud offering brings all the key functionality of our claims management system to a hosted environment, reducing infrastructure costs and delivery times.

Reduced costs, overheads, and timescales

Many of our clients want to reduce their in-house IT infrastructure costs, overheads and support requirements. DOCOsoft delivers all this and more, removing the need for clients to build their own infrastructure on which to host the application.

Rapid implementation

DOCOsoft's cloud offering provides the full range of Write Back DOCOsoft CMS functionality within a flexible cost-effective application. With this ACORD-data-structured product delivered as a cloud-based solution, carriers benefit from rapid implementation of a fully configured system.



Reduce
Costs



Reduce
Overheads



Save
Time



DOCOSoft's partnership approach

DOCOSoft operates an active account management program, in which partners are invited to participate. This includes regular User Groups and Best Practice Groups.

Our User Group comprises Heads of Claims, Claims Operations Managers and Heads of IT. During its sessions, we discuss strategic plans and technology roadmaps.

Our Best Practice Group comprises senior claims practitioners and super users. We review market challenges and brainstorm system improvements.

DOCOSoft partnership benefits

- ✓ At DOCOSoft, we don't think in terms of client and vendor - we work as a single joined-up team, focused on a common goal
- ✓ Benefit from the breadth and depth of knowledge of a Tier 1 (re)insurance market carrier user group with an impeccable track record
- ✓ Active R&D (analytics, insights, smart claims processing, machine learning and automation)

The actuarial advantage

What our actuary clients are telling us:

"I need accurate information to do my job well – to give colleagues the right advice, earn their trust and maintain a good reputation."




Who we work with

Our clients trust us to work with them as partners, helping them achieve their goals.

We provide core claims systems to:



What our clients say




"The DOCOsoft people and culture came across as hard working from the outset, the team are quick to get back to us and quick to solve any issues, this is a big reason we enjoy working with DOCOsoft."

"DOCOsoft came out miles on top in the parade of vendors. Their software developers, business analysts and project managers are always helpful. I can always pick up the phone and speak to them."



"Without DOCOsoft, I'm not entirely sure what we'd have done relative to being able to work remotely. The CMS has been invaluable for business resilience and business continuity."



"We are confident that we want to partner with DOCOsoft and build out, improve the CMS and make the day to day lives of our claims team members easier."

Building complex solutions

DOCOSoft has an established track record of developing and implementing complex, customised, global solutions.

Our consultants deliver quick, flexible solutions for all types of organisations. We have the ability and expertise to integrate almost any software suite.

Up to

50%

reduction in claims-handling
turnaround time

Over

30%

Lloyd's market share

Operating across

8

countries

**£12
billion**

premium income managed
by DOCOSoft claims systems



DOCOSOFT

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