

Claims 2020

Claims Management Software 'Claims 2020' is positioned as an 'implementation accelerator', on the balance between comprehensive, pre-made claims systems and fully custom solutions. It aims to include the best of both worlds – the advantages of an out of the box, tested and maintained application, whilst still providing the fit with your business that only custom development provides. The right selection of Claims 2020 modules can reduce your project time by as much as 70%.

The application makes full use of generic components and cross-company, cross-country similarities in the claims management process, but simultaneously recognises the specific requirements of each. Initial design and development of Claims 2020 was done by consolidating the shared functionality of three separate large, custom built claims management solutions across several countries.

The Claims Management Solution

Pink Elephant developed a base application layer that serves as a starting point for all our claims management automation projects and consists out of generic components.

Each of our clients has a different set of requirements. To support these differences, but still utilise the advantage of having an application 'off the shelf', Claims 2020 consists of an ever growing set of modules that can be clicked onto the core application layer with ease. Each of these modules consists of base functionality that can be expanded and adjusted upon with flexibility, while still providing that level of standard functionality that gets the whole project going along quicker.

Pink Elephant & Mendix

Mendix and Pink Elephant enable companies to build, integrate and deploy web and mobile applications faster and with better results, effectively driving ROI in days, not months. Pink Elephant is the driving force behind Claims 2020 which runs on the Mendix Business platform.

Claims 2020

- ✓ Positioned as implementation accelerator
- ✓ Off the shelf insurance claims management software
- ✓ Developed with leading organisations
- ✓ Reduce project time up to 70%



All of these modules readily integrate with the Claims 2020 core application as well as each other, but are not co-dependent.



CED European Claim Experts

CED is a European service provider in the field of claim process management for insurers and self-insurers. CED started out by looking for a technological solution for automating various business processes and for putting new services on the market more quickly. Together with Pink Elephant, CED developed a durable Mendix application platform over and above the existing infrastructure, which now fully satisfies this demand.

A major barrier to CED's wish for innovation was the obsolete legacy systems. CED started to think about a solution for updating the corporate systems in order to be able to meet the changing wishes of insurers and clients. What was essential in this respect was that the existing corporate environment should continue to work and that suitable software be available that would allow for a quick development of business applications. Jochem Davids, Director of Claims Solutions, says: "Of the parties that we were looking into, Pink Elephant turned out to be the best. With the Mendix platform, they had already chosen for the right tooling, but the deciding factor was their unmistakable experience in the insurance industry."

- ✓ New applications can be developed quickly and in a process-driven way
- ✓ Various business processes are automated and run more efficiently
- ✓ The quality of determining the cost of claims has been improved
- ✓ New services can be rolled out quickly to other clients
- ✓ The MultiHerstel project has confirmed that with Mendix we have chosen the right platform
- ✓ The developmental path has contributed to creating an Agile organisation
- ✓ The existing legacy server park does not have to be replaced
- ✓ The new platform is modern and can be expanded in a flexible way

Delta Lloyd Insurances

Delta Lloyd Expertise Service Center improves services for its clients and customers with a self-developed business platform. Many changes are under way in the insurance sector, partly due to the unstable economy. Apart from a focus on cost reduction, increasing customer satisfaction is taking a more central place. The Expertise Service Center of Delta Lloyd has achieved both objectives by developing its own business application for the distribution and handling of loss adjustment assignments. A fine example of the driving force of innovation.

The Expertise Service Center (ESC) is, within Delta Lloyd, responsible for processing and handling all risk assessments and loss adjustment assignments for the Delta Lloyd Group. Frank van Donk is Manager of the ESC and is responsible for the development of eXpo, a business application that has been developed in cooperation with Pink Elephant for a more efficient distribution and handling of all documents. "With the development of eXpo, our organisation has made a significant turnaround," Van Donk says. "With this business application we are now able to provide our clients and customers with a much better service."

- ✓ Thanks to the eXpo application, business processes run more efficiently
- ✓ Clients are being served more quickly, with a better insight into services
- ✓ Analytical management information is available at once
- ✓ The Mendix platform generates flexible expansion options
- ✓ Expo has been developed agilely according to the wishes of users and the business
- ✓ Delta Lloyd has gained much more insight into the filing process