



Benefits:

- Cost savings
- Increased efficiency
- Reduce manual processes
- Accelerated claims processing
- 99% data capture accuracy
- Enhanced security
- Paper and electronic capability
- Paper claims converted to useable digital content
- Ability to transition to a 100% paperless solution
- State-of-the art software and hardware
- Disaster recovery capability
- Improved Customer Relationship Management

Accelerated Claims Management

Any time a customer experiences an extraordinary event such as an auto accident, house fire or loss or damage, they contact their insurance provider to initiate a claim. While claims processing differs in each insurance company they include photos, notes and associated claims documents. The file gets submitted to the insurance companies' back office employees who continue with the claims processing activities.

Claimants often have high expectations for the customer service their insurance company will provide, anticipating their claim will be processed quickly. A lost or incomplete file prevents the insurance provider from meeting or exceeding client expectation, thereby jeopardising the client relationship in the future.

Many insurance companies still process these claims manually resulting in customer dissatisfaction, high production costs, time-consuming processes and administration errors.

Converga's Accelerated Claims Management Solution offers reliable, comprehensive automated claim management. It includes claims receipt, document categorisation, imaging, data capture, workflow management, live file management and tailor-made business rules.

Claims are received either online or if paper through our Converga Technology Centres (CTC) where they are then scanned and digitally enhanced. Images are then processed via Intelligent Document Recognition (IDR) software. The extracted data is checked for accuracy and cross-checked against your reference data and according to business rules. **Converga's Accelerated Claims Management Solution** automatically routes through the Insurance Claims specific workflow and the business process is triggered automatically.

The entire claims process is managed online including a help desk, case management and customer notifications.

The solution available from Converga speeds up processing and turnaround time of claims. Documents associated with a claim are able to be quickly scanned, key indexing information is added and electronic files such as digital photos are attached and submitted for processing – immediately reducing or eliminating the need for transactional shipping and associated costs. Files in electronic format can be immediately accessed by back office staff, which allows claims to be resolved more rapidly. Finally, paper-based content is merged with electronically-based content, allowing for a single cohesive content management policy and procedure.



Our claims solutions include:

- General Insurance claims/applications
- Medical insurance claims/applications
- Healthcare claims/applications
- Travel insurance claims/applications
- Life insurance claims/applications
- Secure online claims/applications
- General correspondence
- Other general claims processes

Converga - Innovators in business

What we do and how we do it

Converga has a range of office and business solutions which use imaging, data capture, document management and workflow technologies to provide clients with real competitive advantage. We specialise in Information Logistics and Business Process Outsourcing, and in order to provide our customers with effective solutions, we leverage our experience, processes, people, technology and partners to deliver innovation, exceptional customer service and cost savings.

Let us take you on a journey of innovation

We've already led some of world's largest organisations along a path of innovation. The journey will allow you to gain strategic advantages, ongoing cost savings and world-class best practice capabilities.

Why take the journey with us?

Converga offers customised, efficient, and cost effective claims processing solutions, saving you time and money which enables you to focus on your core business functions. Our solutions employ state of the art software and hardware, delivering unsurpassed automated processes. Our goal is to deliver higher levels of service (more cost effectively) than you could provide in-house.

Who we are

Converga is a 100% owned subsidiary of New Zealand Post. When Converga began operations in 1994, the company was best known as a provider of mailroom services. As the demand for Information Management services increased we emerged as a specialist in Business Process Outsourcing with a particular focus on case management and claims processing.

Contact us today to learn more

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