



# Introduction to Automated Claims Recovery Platform

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26<sup>th</sup> June, 2019



beyontec<sup>®</sup>

# Beyontec Introduction



# 1

## ONE INDUSTRY

Delivering **Insurance Technology** Since 2008

## ONE FOCUS

Helping insurers **leverage digital** for improved process efficiencies, higher customer satisfaction and better growth and margins



# Beyontec Scorecard



## 11 years catering to the global insurance industry

50+

Customers across USA, ME and Africa with 60% of them within GCC

150+

Total man-years of leadership experience in insurance

90+

Pre-configured products for managing end-to-end operations (cloud & hosted)

100+

External systems integrated in real-time (incl. regulatory systems in GCC)

30+

Robotic Process Automation (RPA) solutions introduced for Insurance industry

100%

Customer focus and commitment  
EVG  
Claims Recovery  
IFRS-17

# Current Recovery Practice & Challenges



Highly manual, people dependant, time-consuming and lacks transparency

Manual process and manual extractions from multiple systems

Dependency on communication & exchanges between two individuals

Data stored in de-centralised places (emails/documents)

Lack of visibility on the consolidated picture

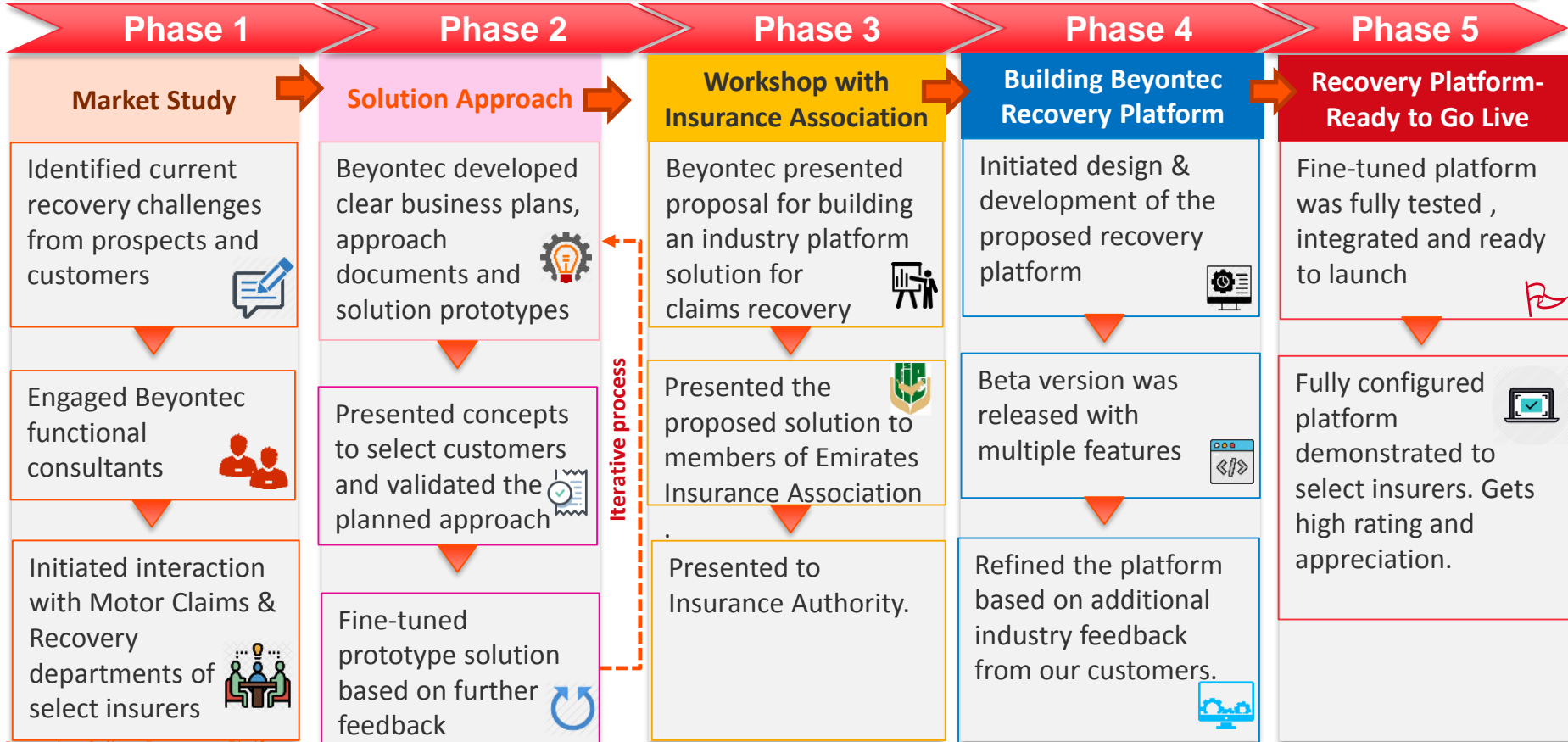
Reconciliation takes time

Long time to complete the recovery process and conclude a transaction

4-8 weeks

# Recovery Platform Development Journey

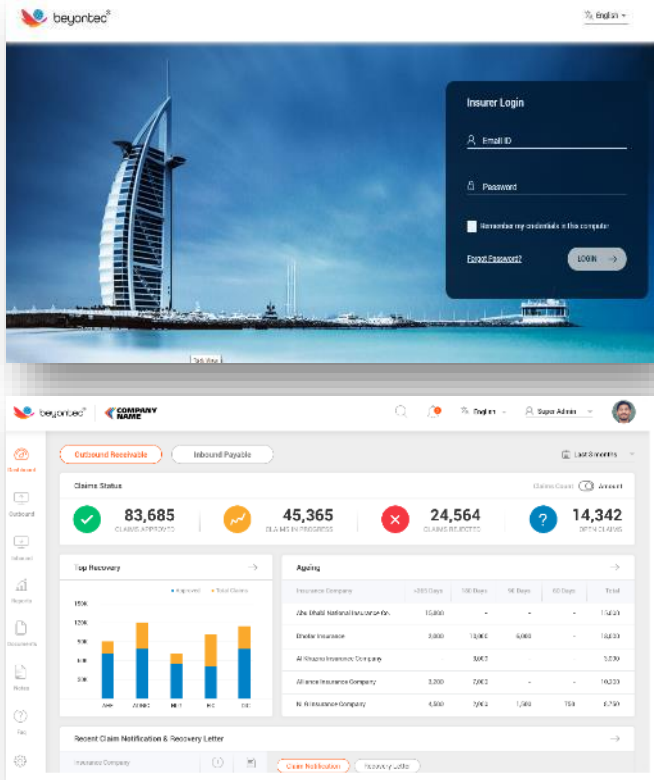
5 years of R&D with Insurers and Association. The various phases we passed through



# Beyontec Recovery Platform - Addresses current & future recovery needs



A centralised platform for insurers to integrate & track the claims recovery receivables and payables



Real-time integration

Portal for insurers to review recoveries posted against & for

Audit & management dashboards / Operational reports

Business rules configured

Automated email/ SMS to insurers

Workflow driven solution

In-built document management

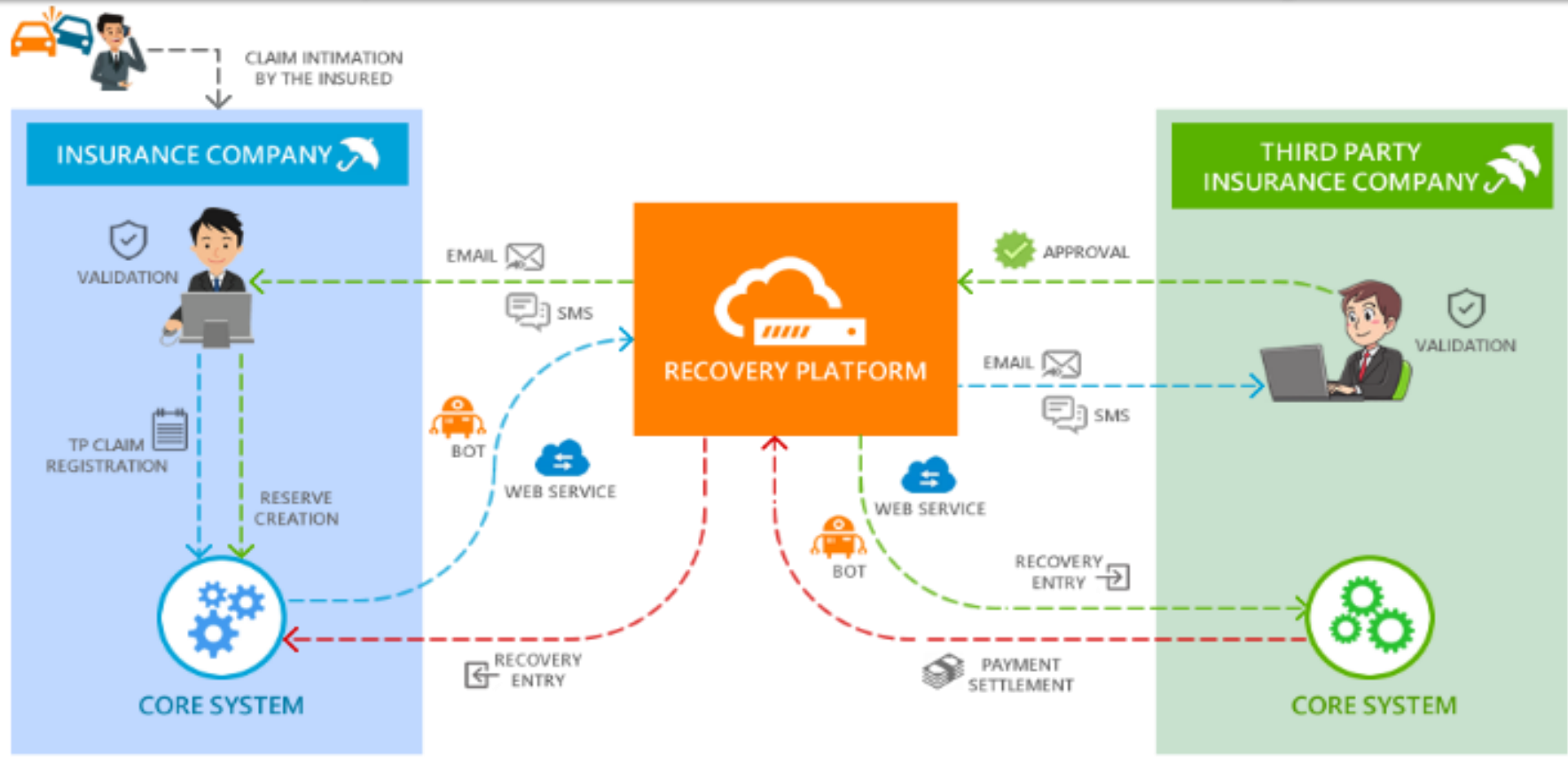
## Key Highlights

- Ready to start
- No changes to be done within core solution – RPA / BOT enabled
- Load tested with more than 10,000+ documents & records per day
- Highly secured – penetration testing done
- Artificial Intelligence , Blockchain & Machine Learning will be enabled

# Beyontec Recovery Platform Workflow



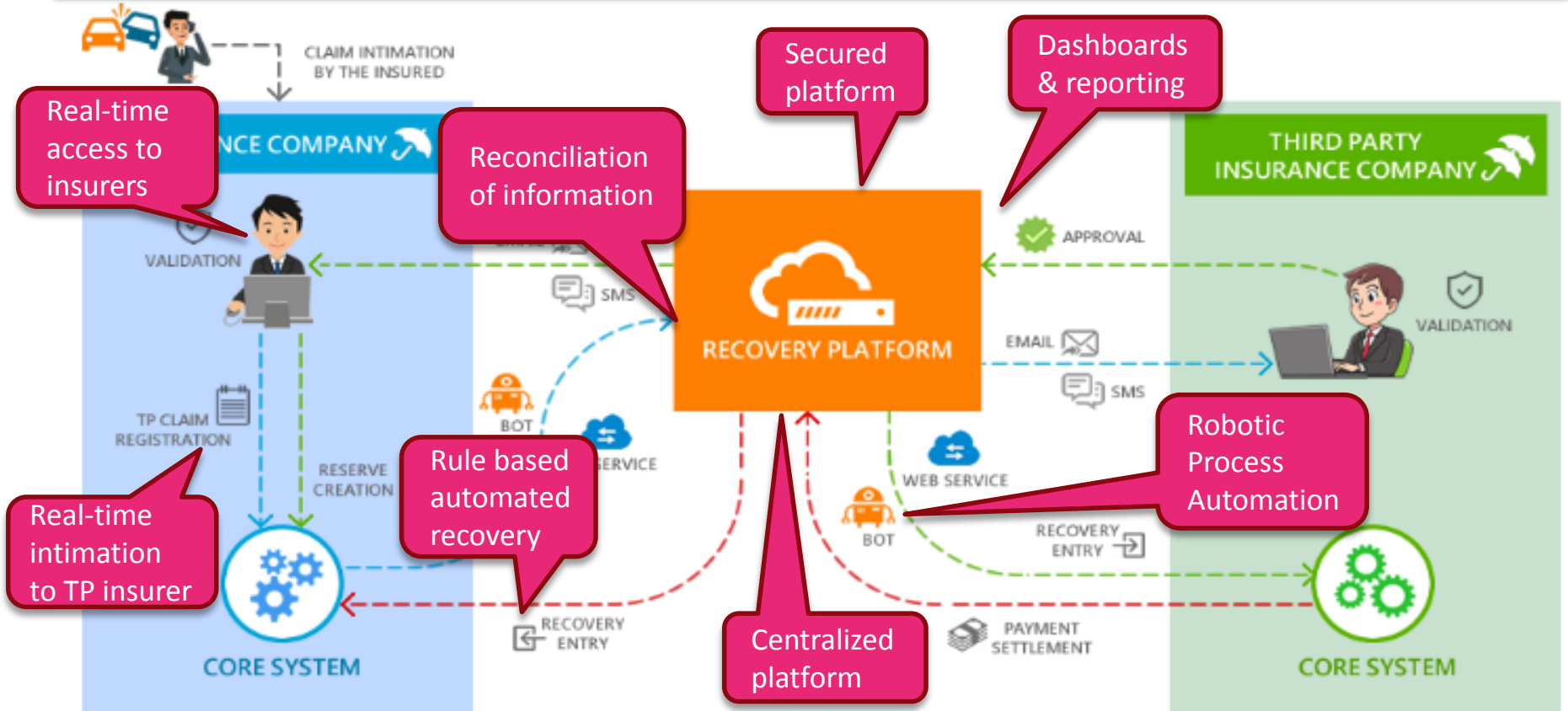
Recovery information flow between Insurers and the advantages



# Beyontec Recovery Platform Workflow



Recovery information flow between Insurers and the advantages





# Beyontec Recovery Platform Features



1

CLAIMS  
RECEIVABLE

2

CLAIMS  
PAYABLE

3

THRESHOLD BASED  
AUTO APPROVAL

4

DASHBOARDS &  
REPORTS

5

GLOBAL SEARCH  
& TRACKING

6

DOCUMENT  
MANAGEMENT

7

DELEGATION OF  
AUTHORITY &  
ACCESS CONTROLS

8

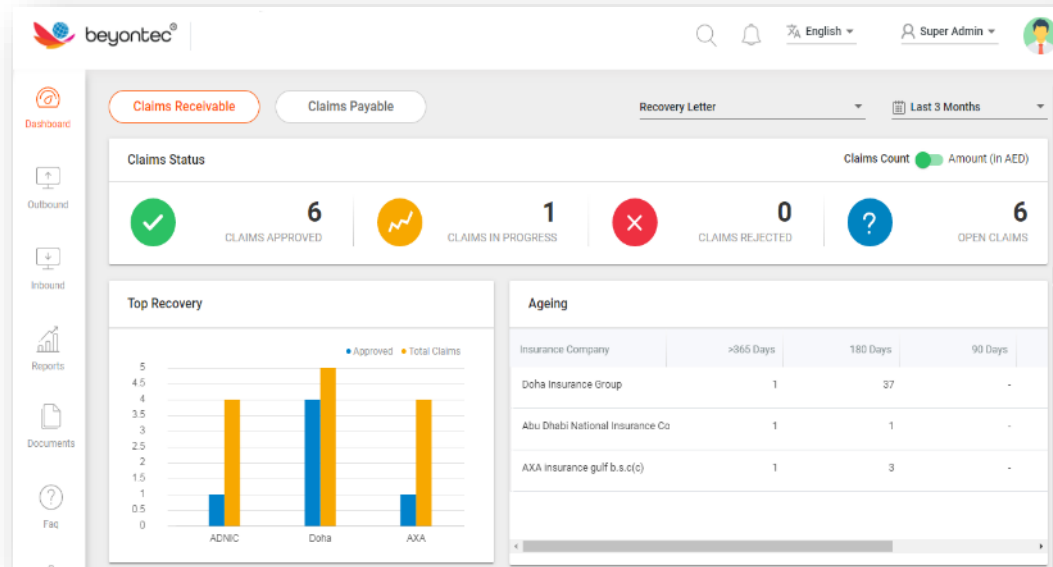
HIGHLY SECURED  
PLATFORM

1

## CLAIMS RECEIVABLE



TP claim recorded within insurer's core system will automatically flow to the **recovery platform** and a notification will be sent to the **outbound receivable basket**



Insurer can review:

Various dashboards - recovery against & for

Full claim information & supporting documents

Both claim count & amount



2

CLAIMS PAYABLE

An automated email/ SMS will be received by the TP insurer who can review and act on recovery information received

Insurer can:

Review various dashboards - recovery against & for

Validate information, seek more information or approve/ reject the record through the platform

Use the platform to respond back to the insurer

The screenshot displays the Beyontec Recovery Platform interface. The top navigation bar includes the Beyontec logo, search, notifications, language (English), and user profile (Super Admin). The main dashboard is titled 'Claims Payable' and shows a 'Claim Notification and Recovery Letter' dropdown and a 'Last 3 Months' filter. The 'Claims Status' section provides a summary of claims: 220.63K CLAIMS APPROVED, 15.5K CLAIMS IN PROGRESS, 15.46K CLAIMS REJECTED, and 436.82K OPEN CLAIMS. The 'Top Recovery' chart compares 'Approved' (blue) and 'Total Claims' (orange) for ADNIC, Doha, and AXA. The 'Ageing' table shows the number of claims by insurance company and age group.

Insurance Company	>365 Days	180 Days	90 Days
AXA insurance gulf b.s.c(c)	7,000	3,000	-
Doha Insurance Group	-	31,178	-
Abu Dhabi National Insurance Co	2,500	1,500	-

**Recent Claim Notification & Recovery Letter**

Insurance Company	Claim Notification	Recovery Letter
Abu Dhabi National Insurance Company	15	4
Doha Insurance Group	15	1

Below the table, a detailed view of a claim notification is shown for 'Abu Dhabi National Insurance Company' with notification ID 'F-MO-002312', insured 'Saeed bin Maktoum bin', reported date '12/01/2019 00:00:00', and status 'PROVISIONALLY APPROVED'.

# 3

## THRESHOLD BASED AUTO APPROVAL



Recoveries can be automated based on defined threshold limits to avoid manual intervention

**Setting Default Values**

Claim Threshold limits: 100,000 AED

Auto Approval Time: 995 Days

**Mandatory Documents for Claims Recovery/Payment**

Document Name	Mandatory
Police Report	<input type="checkbox"/>
Driving License	<input type="checkbox"/>
Picture Of Damaged Vehicle	<input type="checkbox"/>
Third Party Policy Documents	<input type="checkbox"/>

**Standard Reasons for Stages**

Stages	Reasons
Seek Clarification	Update the actual amount, Document missing, Enter valid policy number, No FIR copy, Attach claim registration report, Update incident, No Driving license, Update Incident Details, Revise the Amount
Reject	Reject, Invalid reason, Claim does not belong to this company

RESET UPDATE

Threshold definition includes:

Uniform threshold amount can be set by insurer

Recovery can be automatically approved based on set parameters

Different threshold amounts can be set for different insurers

# 4

## DASHBOARDS & REPORTS



Key dashboards & operational reports of the platform allow insurers to view/ generate information as and when necessary

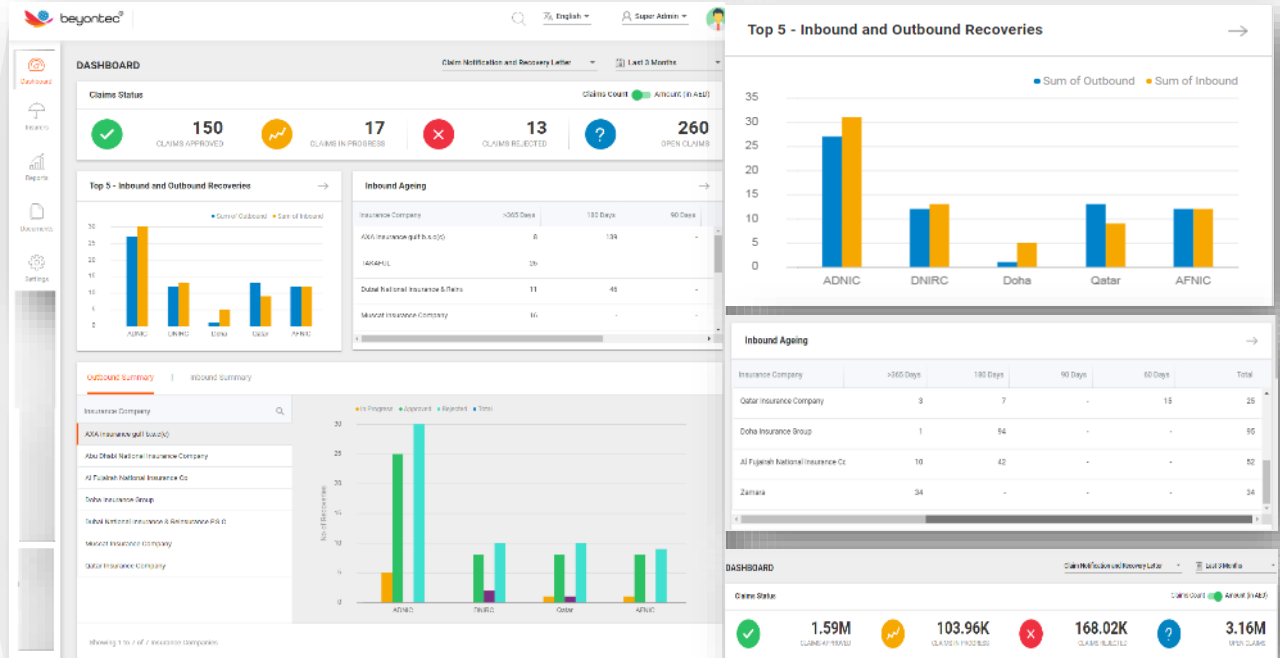
Dashboards and reports feature includes:

Summary dashboards with count/ amount for both inbound & outbound

Recovery aging analysis

Information can be filtered for a consolidated view

Easy to export reports in PDF/Excel





# 5

## GLOBAL SEARCH & TRACKING

It is important for insurers to have quick access to information. The global search feature of the platform enables easy retrieval of claims information

The screenshot displays a dashboard with several key components:

- Claims Status:** 898 CLAIMS APPROVED (with a green checkmark icon) and 0 CLAIMS IN PROGRESS (with a yellow warning icon).
- Top Recovery:** A bar chart comparing 'Approved' (blue) and 'Total Claims' (orange) across five categories: LBC, TAKAPUL, ABNIC, IMITA, and ARNIC.
- Ageing:** A table showing claims by insurance company and ageing period (90 Days, 60 Days).
- Global Search:** A dropdown menu is open, showing search results for the keyword 'F-MQ-009253'. The results include:
  - Outbound Claims: F-MQ-009253 - Imota Claims Management Company - Provisionally Approved
  - Outbound Recovery: F-MQ-009253 - Imota Claims Management Company - Provisionally Approved
- History:** A flowchart showing the claim lifecycle: REPORTED FINAL, RECEIVED FINAL, SEARCHED CLARIFICATION (Documents missing, Report as: doc, Share rca document), and RECEIVED FEEDBACK.

Search feature includes:

Global search (similar to Google search) enables quick access to the right claim documents

System will also search for contents attached within documents along with claims

Claim tracking with historical view enables insurers to understand the status of the recovery and full cycle

# 6

## DOCUMENT MANAGEMENT



### Manage and share recovery documents with in-built secured document management solution

Document management feature includes:

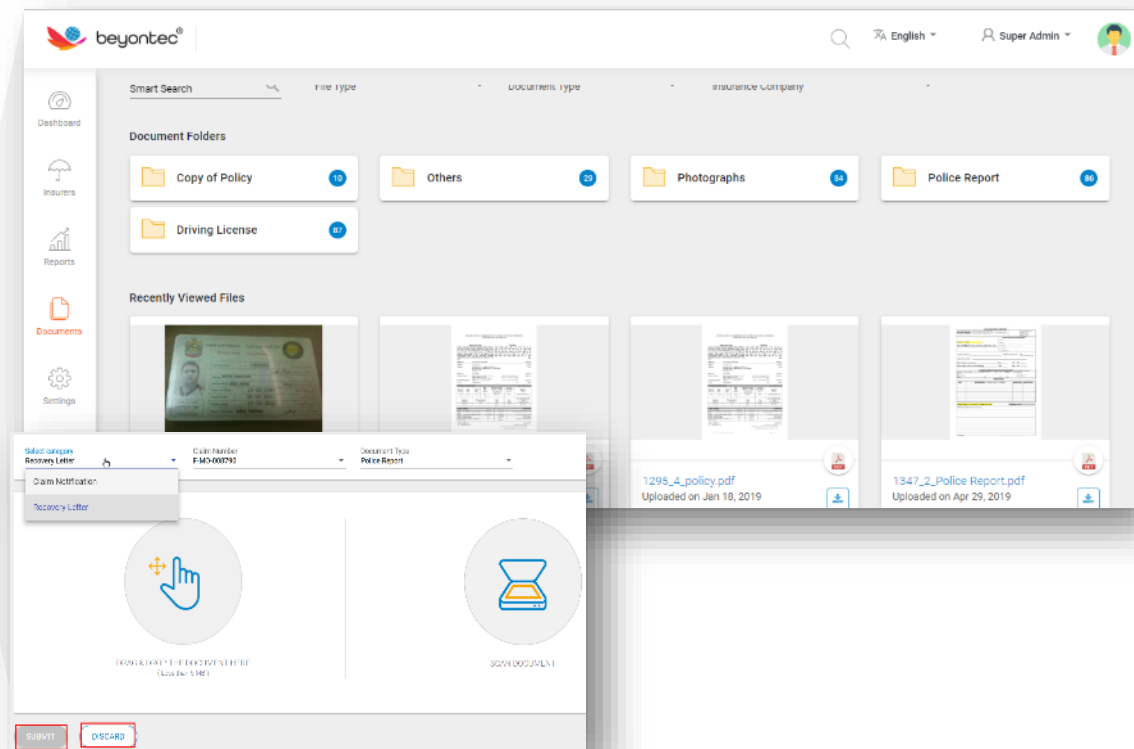
Documents will flow from core solution

Additional documents can be attached at any time

Linked documents can be viewed by respective insurers

Latest and secure technology to store document within the platform

Supports multiple document types to store such as PDF, image, Word, .wav etc.





# 7

## DELEGATION OF AUTHORITY & ACCESS CONTROLS

Platform is completely **workflow driven** with functionality to define delegation of **authority and access levels at various levels**

The screenshot displays the 'Settings - Default Values' page in the Beyontec platform. The page has a sidebar with navigation options: Outbound, Inbound, Reports, Documents, Faq, and Settings. The main content area is titled 'Setting Default Values' and contains three sections:

- Approval Authority Limits**: A table with columns for Stages, Amount Range (in AED), and Approver. One entry is shown: Provisionally Approved, 5,000 To 100,000, Manager.
- Threshold Limits**: A table with columns for Insurance Company and Claims Limit (in AED). One entry is shown: Doha Insurance Group, 15,000.
- Auto Approval Time**: A table with columns for Insurance Company and Time Left (in Days). One entry is shown: Doha Insurance Group, 10.

The platform allows insurers to:

Define approval limits by different management levels

Each option within the system can be controlled by users

Auto-email will be triggered from one level to other based on approvals



# 8

## HIGHLY SECURED PLATFORM



Platform is developed as an API first set of REST based **microservices** using Java EE, Spring Boot, MongoDB and Elasticsearch

SSL based protection using HTTPS, SFTP

Multiple levels of firewall protection

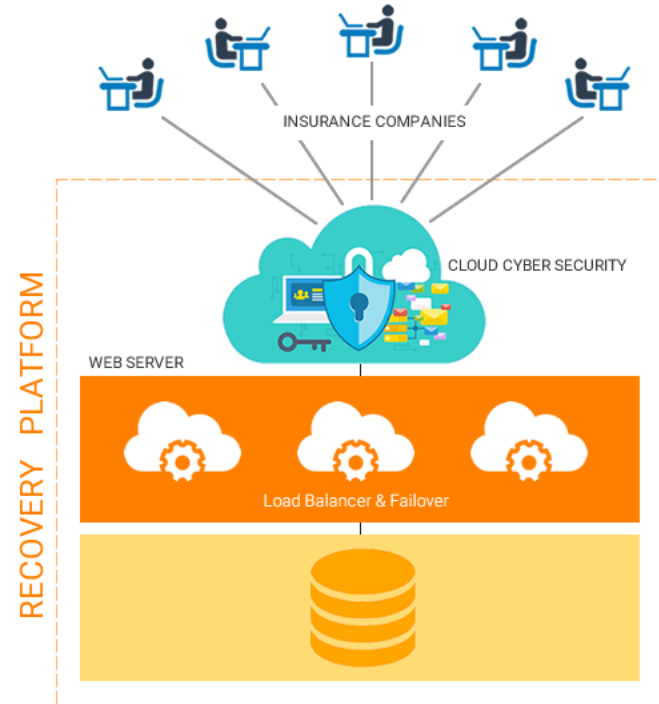
Separation of the application requiring outbound access

Role based authorization

Passwords are hashed using BCrypt hashing algorithm

Database level security using Transparent Data Encryption

Implemented JWT tokens system to be more powerful authentication



The platform is built using layered architecture comprising of well defined layers

# Integrations & Data Exchanges



There are various options to **integrate and exchange recovery information** between core solution and the platform



## Web service Integration

- System has in-built **Micro services** to accept claims and recovery information and related documents.
- Insurers can enable their claims system to **transfer information** to the platform through these services



## Beyontec BOT

- The BOT collaborates between the **claims system** and the **recovery platform** in order to automate the **transferring of recovery information**
  - There is no change in the process flow of the insurance system
  - BOT will monitor the transactions on the claims system and capture the relevant information
  - The BOT will execute real-time integration with the integration platform
  - The BOT is configured to send information at regular intervals

No major enhancement required within the insurance system except access is to be provided for BOT to monitor

# Why Beyontec Recovery Platform ?



Move from linear to integrated intra-company claims recovery!

**1** Integrated to your core system.

**2** No changes to your current system

**3** Transparent and real time process – same information by all users.

**4** Paperless Solution – All documents are exchanged digitally.

**5** Highly Secured with total data privacy and security

**6** Realtime Access to all your recovery Information



**ANY  
QUESTIONS?**



Thank You