

SeguroAI

Transform Your Claims Pre-Processing with **SeguroAI**

Insurance companies are operating in a highly competitive environment with multiple challenges, having a direct impact on revenue, profit margins, and customer experience. The main challenge today for insurers is the loss of revenue and productivity, which is due to lack of an effective strategy to streamline business processes. The biggest inefficiencies in today's claims processing environments are in the pre-processing area, which still revolves around paper-based workflows.

SeguroAI is CSS Corp's AI solution for digitizing pre-processing using optical character recognition, natural language processing, and artificial intelligence for both paper and electronic claims. SeguroAI has already helped a global insurance BPO company save \$65 million for its customer – a 10X return on investment. SeguroAI helps insurers to manage risk effectively, increase customer loyalty, facilitate revenue growth, and enable cost optimization.



Why SeguroAI ?

- ▶ Facilitates Revenue Growth - accelerates claims processing and increases revenue through AI and voice platform integration
- ▶ Delivers Cost Optimization - reduces expensive and time-consuming transcription of paper claims and handling of physical documents
- ▶ Manages Risks Effectively - proactively identifies & reduces fraud, duplication, claims leakage & controls Allocated Loss Adjustment Expenses (ALAE)
- ▶ Increases Customer Loyalty - increases NPS by digitizing & securing the entire claims processes

Key Features

- ▶ Paper claims module for imaging and data extraction using the proven ELSEQ solutions including support for handwritten and cursive text
- ▶ Preprocessing claims edits including rules based edits as well as machine learning algorithms to detect likely causes of later processing issues
- ▶ Fraud detection for all claims using machine learning and advanced analytics to detect new and emerging fraud patterns

Benefits



Accelerate claims processing and settlement processes to a single day



70% reduction in claims processing time through AI



Identifying over 80% fraudulent claims early in the lifecycle



15-20% improvement in customer satisfaction through faster settlements