



Claim Automation

Digitize your entire claims journey with cloud-powered automation

Insurance companies today face complex claims processing challenges. Many still rely on manual, paper-based systems that create bottlenecks and coordination issues between customers, surveyors, garages, and suppliers. Without clear visibility or fraud detection tools, insurers struggle with dissatisfied customers, rising costs, and competitive disadvantage.

Connect all stakeholders for faster claims processing, seamlessly

Azentio Claim Automation is a configurable SaaS platform that accelerates claim resolution by connecting all stakeholders in a unified ecosystem. It eliminates manual processes through intelligent automation, provides real-time visibility, and integrates seamlessly with existing systems.

What makes us different

- **End-to-end solution coverage**
Complete claim lifecycle from FNOL to settlement, eliminating multiple disconnected systems and chaotic manual processes
- **Highly configurable workflows**
Customizable business rules, status transitions, SLAs, and approval levels that adapt to your unique business needs
- **Seamless integration with core**
Connects seamlessly with core insurance platforms through out-of-box APIs and also works as a standalone solution
- **Enhanced operational flexibility**
Advanced OCR technology, comprehensive multilingual support, and seamless multi-currency processing enable operations across diverse markets

50%

Faster claim processing

30%

Reduction in operational costs

80%

Higher customer satisfaction



Designed to fast-track claims

■ Automated workflow engine

Eliminate manual handoffs and reduce claim processing time by up to 50% with configurable workflows and status transition rules

■ Real time communication

Keep customers informed with SMS and email notifications in multiple languages, improving transparency

■ OCR data extraction

Minimize manual data entry and reduce errors with advanced optical character recognition technology for document scanning and processing

■ Multi-party platform access

Connect insurers, surveyors, garages, and suppliers on a unified platform with role-based permissions

■ Built-in fraud detection

Reduce fraudulent claims by up to 30% with algorithms that identify suspicious patterns based on historical data and claim behavior

■ SLA monitoring & alerts

Ensure compliance and timely processing with proactive monitoring and escalation management across all claim stages

■ API Integration

Seamlessly connect with existing core insurance systems through out-of-the-box APIs

■ Cloud-based SaaS platform

Deploy rapidly with minimal infrastructure requirements while ensuring scalability, security, and multi-currency processing capabilities

Delivering value across the ecosystem

Claim admins

- Automated workflows eliminate manual handoffs
- Optimized workload distribution
- Real-time claim visibility
- Reduced manual errors

Surveyors/garages/third party

- Auto-assignment by proximity
- Instant notifications
- SLA adherence & dashboards
- Digital documentation upload

Customers

- Real-time claim updates
- Faster settlement times
- Better service experience
- Reduced follow-up hassles



Connect with Azentio

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