

ABBYY® Timeline

Process Intelligence for Insurance Claims Processing

To meet the challenges facing claims processing departments today requires a deep understanding of the myriad business processes that are the life's blood of the operation it requires ABBYY Timeline. Timeline is a completely new way of automatically analyzing data to understand, optimize and monitor processes. For the first time, you will have full visibility into all of your processes - including those where process steps were performed on multiple backend systems (e.g. Majesco, DuckCreek, Guidewire, CSC, Insurity, etc.).



Timeline Analysis

Allows you to directly inspect the exact steps taken in each claim (even when those steps are performed on multiple backend systems) and includes tools to filter by time, complexity, staff, claim type and much more.



Path Analysis

Provides a completely new way to analyze different patterns of execution across all or any filtered subset of your claims. You can quickly identify deviations from expected behavior or when any step may be skipped, repeated or missing entirely. Any pattern of interest can be used to drill down directly to those claims which exhibit that behavior.

True Process Intelligence

Claims processing operations are built on a complex web of interconnected and interdependent processes. To reduce operating expense and mitigate damages insurers need to understand the details of how effectively they are managing their claims processing operations. This includes the ability to understand the performance details of all participants in the process (e.g. internal staff, contract adjusters, third-party support organizations, other partners, etc.). The goal is to achieve true process intelligence.

Achieving process intelligence is a fundamental requirement to achieving process improvement. Only by understanding the precise details of how processes are executed in realworld situations can claims processing teams understand and optimize those processes. Through process intelligence these decisions can be made based on fact - not simply on institutional assumptions which are often flawed or biased.

ABBYY Timeline is Process Intelligence

Timeline has been designed to allow users to quickly achieve process intelligence. Timeline power comes from its new approach to analyzing business processes called Timeline Analysis. It is the only analytics tool that delivers complete process visibility, allowing you to analyze and understand the data you already possess in a completely new way.

Best of all, unlike business intelligence and other analysis tools which require huge investments in staff time and budget Timeline is designed to provide immediate analysis of your claims process automatically. As soon as you load your data you are presented with a wide variety of best-practices analyses already pre-populated and waiting for you.

Overcoming the challenges faced by insurance carriers today requires a deeper understanding of the multiple connected steps in the claims cycle - it requires Timeline. Executives must be able to optimize the claims process to meet higher client expectations, secure their loyalty, and ensure positive business outcomes. To manage the future of insurance claims processing, executives must be able to better manage their business and its underlying processes. ABBYY Timeline is the next generation of resource solutions and the difference maker for the future of insurance analytics.



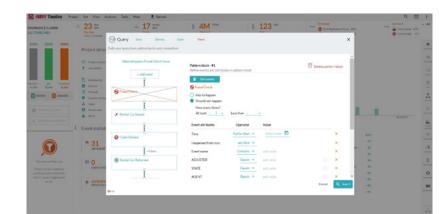
Process Schema Discovery

Automatically uncovers the core process flow behind all the many variations of how claims are individually managed.

Lineardo Mareiro Marei	A Care	
Cala Sala	Court Tineines	
Image: Second		
Image: Section of the section of th		disclosed in
None Image: Constrainty Image: Constrainty		
Ale and a construction of the constrult of the construction of the construction of the construction o	1583(2.39%) 5:03% T Apply titler #	
A constant Angenet A constant Angene	22474(33.95%) 71.13% T Apply New #	
And manual manua	1819(2.73%) 5.78% T Apply them pl	
An and a marked in the second	2979 (4.5%) 9.43% T Apply Meer #	
Notes and series and s	betxeen) 24257(36.65%) 76.77% 7 Applytiker #	
Contract National	1783/2.69% 5.65% T Apply Mare #	
The concentration of the second dependence of	2840(4.32%) 9.05% Y Applyther #	
President Brance Volandiar Typer Count Therman T Y Y T T C bits different literate Processor Anspeed Manang exep 2533(344) 1011 T Apple there		×
C\$ local linver laarsed Winegenitee 1161(1878) 4 % € T Apply thee E Presser Asspred Massey see 253(1848) 1008 € Apply thee	ViolationType Count Timelines	
Processor Angred Mosary step 255() 4h) 101% (7 Apply for	TTT	
	Wrong position 1165 (1.02%) 4.96% (T Apply them	
Grint Processor Contact Wrong count 13224 (20.8%) 56 Sec. C Apply them	Mosing step 253 (0.4%) 100% 🝸 Apply filter	-
		and the second second
(2) First Processor Contact Tane violation 21772 (34.25%) 92.76% (▼ Apply them	Wrong count 13224 (20.8%) 56 34% T Apply than	

Protocol Analysis

Analyzes and monitors claims to ensure defined process steps are followed for each claim and identifies any deviations from the prescribed path.



Process Query

Provides a simple graphical interface for defining search conditions to find all claims that match any search condition (time, sequence, dimension, etc.).



Workflow Analysis

Delivers a detailed analysis of the entire claims processing experience across all work queues and other touchpoints along the way to uncover misroutings or redundant steps.



For more information, please visit www.abbyy.com/timeline If you have additional questions, contact your local ABBYY representative listed under www.abbyy.com/contacts.

WWW.ABBYY.COM

© 2019 ABBYY Process Intelligence, Inc. ABBYY is registered trademark of ABBYY Software Ltd. All other product names, trademarks and registered trademarks mentioned herein are the property of their respective owners. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, and reader should verify any specific questions with company personnel and product documentation. #10467