

P&C CLAIMS MANAGEMENT

Claims is the largest cost center for insurers and the process most vulnerable to unnecessary loss cost. It is also the most interactive customer service process, one that demands a positive customer experience. Exigen's ClaimCore assures maximum cost containment and the highest levels of customer support for insurers' most mission-critical business process.

EXIGEN EDGE

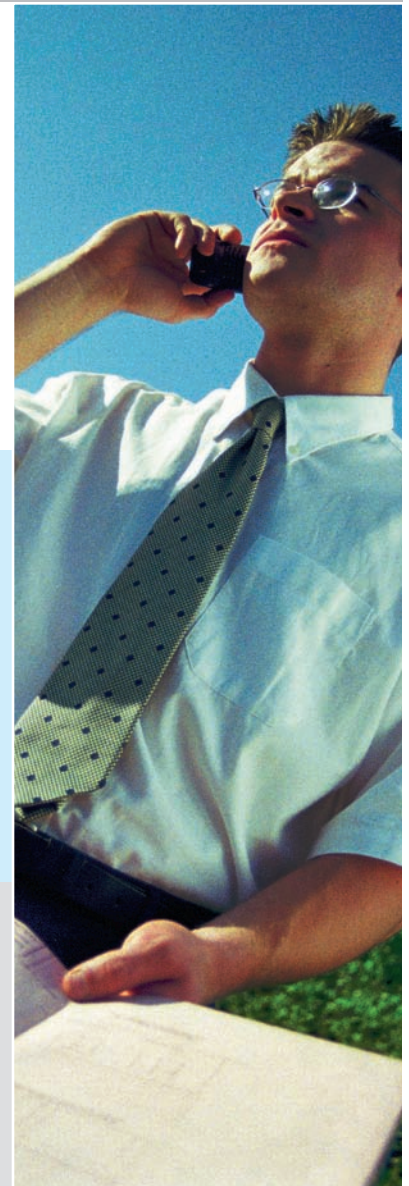
By streamlining the traditionally high number of tasks associated with claims, ClaimCore accelerates claims resolution and reduces administrative and settlement costs. The solution also provides unprecedented business control — all claims processes and performance can be monitored in real-time. The business rules engine allows claims management to refine processes to meet changing business needs, increase claims efficiency, and improve the customer experience.

Core Services

- Claims notice of loss, evaluation, opening, triage and assignment
- Claims reserves and financial management
- Fraud detection
- Claims investigation and adjudication through to settlement
- Claims vendor management
- Claims recovery identification and support
- Claims authority management

Core Features

- Support for all claims processes with easy to use "smart forms" for data entry and validation:
 - First notice of loss with the option to save and retrieve incomplete loss reports
 - Policy validation and coverage verification
 - All claims adjudication, investigation and inquiry transactions
 - Claims financial transactions such as reserves and payments
- Support for salvage, subrogation and litigation operations
- User views of claims history, such as activity and interaction history; claims contact information about primary parties for the claim, such as insured and claimants; and secondary stakeholders, such as 3rd party providers, attorneys, and authorities
- Consistent application of reserve authority and payment authority based on business rules and user defined authority levels
- Embedded CRM providing "one view" of all customer-related information, including: preferences, products and services, and transaction history; current activities; relationships; integration of all sales and service channels; and pre-integrated CTI capabilities
- Smart Workspaces provide adaptive user interfaces that reflect individual profiles of each user (including roles, skill levels, scope of responsibility, and authorization) to practically eliminate user training requirements
- Integrated document management including automatic generation, capture and management of all documents related to a policy organized into electronic policy file folders
- Industry-leading comprehensive and integrated business activity monitoring service increases accountability of performers, tracks processes for regulatory audit, supports performance management, and enables activity-based costing to enhance financial performance
- Fully integrated business process and workflow management, including: prioritized work queues; automatic or manual task generation and assignment, itemized task lists for all current and future activities with detailed measurement; and monitoring and escalation of service levels associated with each task



EXIGEN SUITE

Exigen Suite is the insurance industry's most modern, end-to-end suite of modular core systems for policy administration, claims and billing management.

EXIGEN PLATFORM

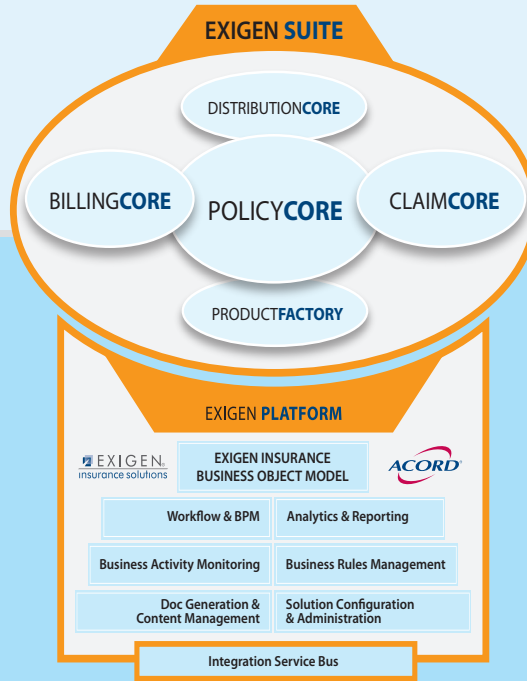
SERVICES

- Workflow & Business Process Management
- Business Analytics & Reporting
- Business Activity Monitoring
- Business Rules Management
- Document Generation & Content Management
- Solution Configuration & Administration

TECHNOLOGY

Exigen Platform is built on a modern, services-oriented architecture using open technology standards. It provides tightly integrated but loosely coupled component services with rules and tools for rapid configuration and deployment of solutions. This relieves insurers from heavily customized systems and makes them more agile and nimble.

Exigen Platform provides open integration services that integrate Exigen Suite's PolicyCore, BillingCore and ClaimCore, as well as any existing legacy system or 3rd party software and services (e.g., rating, credit, motor vehicle). Exigen Platform's business process management system provides the orchestration layer to integrate business processes seamlessly across the enterprise via the ACORD-based Exigen Insurance Business Object Model. The architecture is designed for ease of integration and maintenance and to extend the life of existing investments.



Architecture

Standards-based architecture

- J2EE platform
- Open architecture
- ACORD Standards-based object model
- Technology standards include: UML, J2EE, JPA, Web Services

Business Process Centric

- Embedded BPM Engine
- Easy adaptation for business needs

Model Driven Architecture (MDA)

- Allows rapid solution development and customization

Service Oriented Architecture (SOA)

- Enables rapid assembly and quick modification of business processes
- ESB ready

Optimized for speed of delivery

- Leverages and extends core systems
- Avoids duplication & replication
- Externalizes as much business logic as makes sense

Maximizes use of standard development tools

- Reduces learning cycle
- Eliminates proprietary technology
- Simplifies development and maintenance

Leverages open source

- Shortens time to market
- Community adoption and input
- Minimizes risk

Operational Resiliency

- High availability
- Near linear scalability

ABOUT EXIGEN

Exigen Insurance Solutions offers property and casualty insurers a completely modern, modular suite of end-to-end core solutions that provide measurable value and unparalleled speed to market. Our clients gain a lasting competitive advantage by: improving ease-of-doing-business with customers, agents and brokers; enabling rapid time to market for product and process innovation; and reliably managing changes in response to market demands. Exigen Insurance is a privately held company headquartered in San Francisco, California and offices in USA, Canada, UK, Switzerland, and Australia.

Industry recognition:

2010 Celent Model Insurer Award
Nationwide

Service and Speed-to-market

2009 Vanguard's in Insurance Practices – Best Practice Award

Hot Insurance Tech Company to Watch in 2009 ~ Forrester Research

2009 Celent Model Carrier Award
Private Client Group, Chartis
New Business Automation

2009 Celent Model Carrier Award
Real Insurance, division of Hollard
New Product and Systems Implementation