

Problem Statement

We want an escalation services that allows submission from authorised third-parties. Each submission follows a set of rules based on the types of escalation, which include receipt, processing and dissemination of data and documents preferably on real-time basis.

Today, the credit insurer has all the established processes handled manually with data and documents submission not on real-time basis; resources of the authorised third-parties will need to increase to handle cascading problems causing late submission of data and documents to the credit insurer for examination and processing.

