SOLUTION APPROACH FOR QUICKCLAIMCO
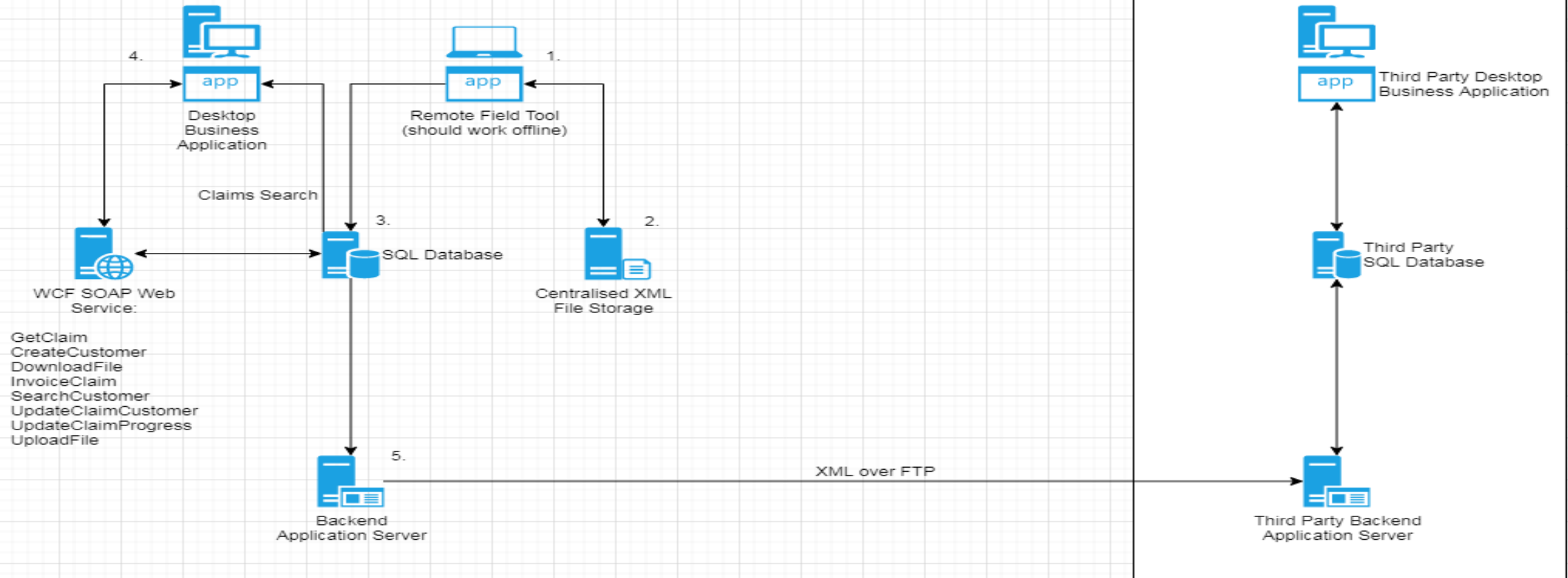
Claims Handling System

1. Field agents record initial claim data in Remote Field Tool XML on local disk
2. Data is uploaded to central server when connected to corporate network
3. Initial claim is uploaded to SQL database when ready to be progressed further
4. Claim is handled to completion using Desktop Business Application
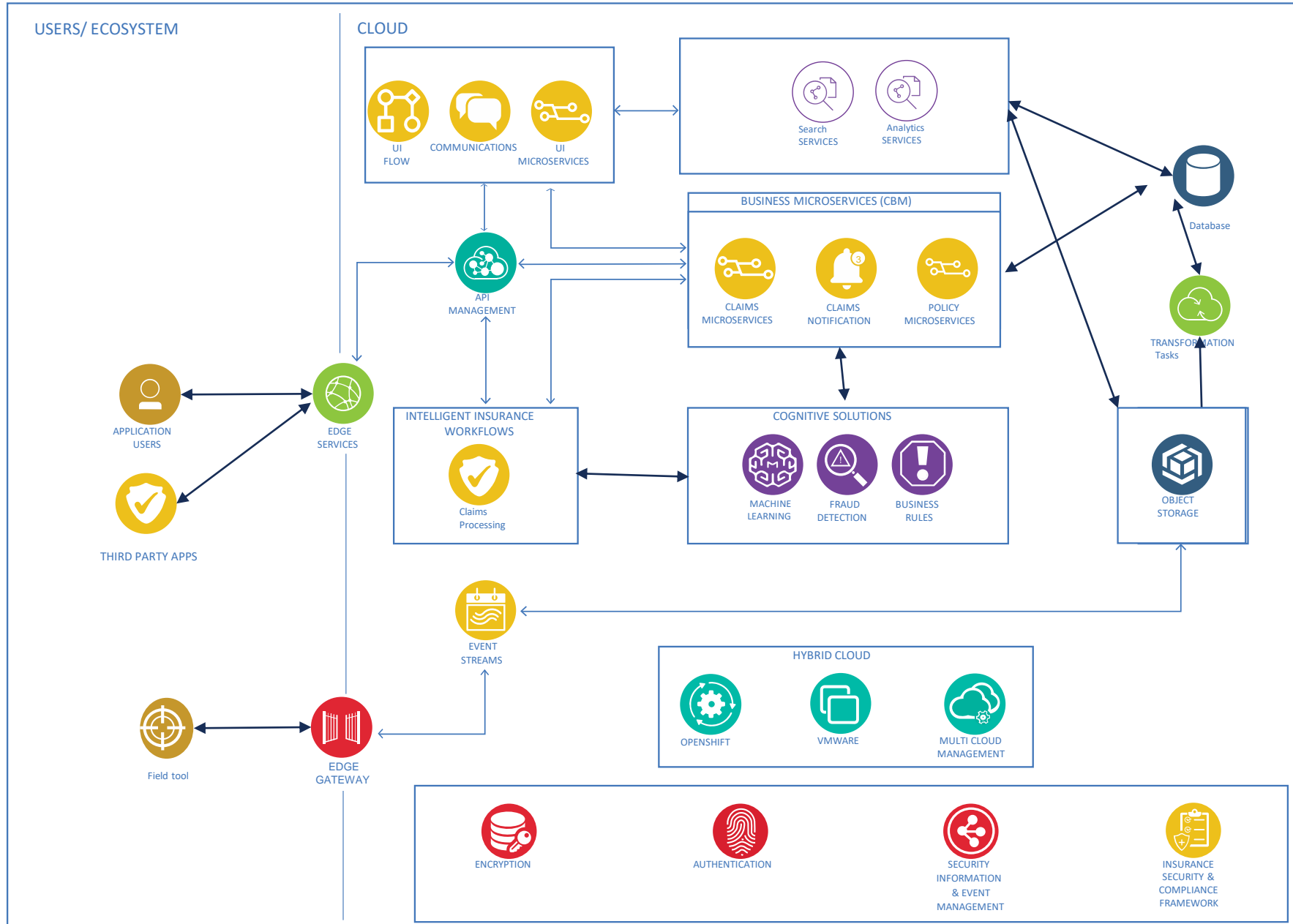5. Claim progress updates are sent to third party client overnight

Arrow shows direction of data flow

Third Party System

app — Third Party Desktop Business Application

Third Party SQL Database

Third Party Backend Application Server

app — Desktop Business Application

app — Remote Field Tool (should work offline)

Claims Search

SQL Database

Centralised XML File Storage

WCF SOAP Web Service:

GetClaim
CreateCustomer
DownloadFile
InvoiceClaim
SearchCustomer
UpdateClaimCustomer
UpdateClaimProgress
UploadFile

Backend Application Server

XML over FTP

QuickClaimCo*

* Fictional insurance claims handling company

To Be System Architecture – Claims Handling System

- Field Tools ingest different type of data to object store
- Transformation task converts data into json and table formats
- Business microservices can be used to do further processing and store data in respective storage
- Third party and application users can access these microservices using API management
- UI Microservices will interface to end users and serve data from API microservices.

THANK YOU