

Touchless Claims

Colin Ball : 2-2 minutes : 3/29/2024



Lars Boeing Vice President CSS

Our Touchless Claims offering is designed to create a brand-differentiating claims experience. Reshaping your claims experience and supporting processes, technology and data to increase efficiency, minimize losses, and provide a differentiated experience to improve retention.

Elevator Pitch



Definition: Transform entire claims value chain applying automation and innovation on top of and right shoring to enhance operational efficiency and improve claims accuracy. With the expertise of transforming claims processes in more than 100 instances for global carriers Capgemini's Touchless Claims offering to reduce the LAE by 20-30% and lead to an increase in claim satisfaction index.



Barriers: Insurers today continue with traditional claims handling processes which are manual and need numerous disparate systems. Reluctance to change, extensive use of costly workforce throughout the claims process and lack of trust on AI



Did You Know? We helped USAA devise a Strategy towards a fully touchless future– a multiyear, multi-initiative, business-driven transformation program, focused on both experience and process optimization for 70% touchless goal



Did You Know? We provided IoT based risk engineering services to transform Hartford Steam Boiler from payor to preventor



Why Capgemini? Our expertise in Insurance delivers seamless transition to Capgemini business service staff while protecting your brand and values. We have 10+ years of management experience in handling North American customers, which includes 15 US and Canada carriers. We handle customer call volumes in excess of 2 million every year globally..



External Recognition: P&C Insurance Digital Services Peak Matrix 2019 – **Leader**, [A Digital FNOL Market Overview: First Impressions Last](#)



Best-in-class partnerships: AWS, Appian, Shift Tech



Our Offer Stack:

- Touchless Claims Framework: customer journeys, best practice process, pre-built AI/automation and core integrations
- Solutions/IP: CDP, Digital FNOL, [CommHub](#), Contact Center, 890 data platform, +++
- Turnkey solutions with Shift(P&C), Clara Analytics(WC)
- AI "Building Blocks" and vast [InsurTech](#) partnerships
- Proven OCM approach for large scale transformations
- Accelerated Solutions Environment (ASE)

Key documents

[SALES DECK – Touchless Claims](#)

[SALES BATTLECARD – Group Portfolio – Touchless Claims – June2022](#)

[Touchless Claims_success stories](#)

Go To Market Documents

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Person responsible for offer.

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