



SELF-SERVICE CLAIMS PLATFORM FOR A LEADING CLAIMS AND MEDICAL SERVICES PROVIDER

From Sonata Software - [The Platformation Company](#)





Our Client

The customer is a leading third party administrator specializing in claims needs of corporations, brokers and insurers.

Their need was to build a Unified, White-labeled, Multi-tenant Claims Self-service, Claims administration platform.

Type: Enterprise

Geo: USA - Global

Industry: Insurance claims

Service: Create highly scalable digital platform

Business Context / Challenge

- Multiple applications for different tasks
- Low user engagement using existing applications
- Low Processor/Adjusters productivity
- Lack of a personalized experience for customers

Existing Technology Landscape

- Appian, Microsoft .NET, SQL Server, WCF

Solution

- Sonata offered a Unified Claims Processing System which is multi-tenant, white labelled, self-service portal
- Highly scalable microservices architecture.
- Solution provided an ability to control the content, look and feel of each customer's website, allowing self service for claimants satisfactorily.
- The solution could integrate with multiple legacy claims management system of the various business units of the client, enabling a seamless system.

Benefits & Impact

- Improved the claim adjudication time and increases claim handling volume.
- Improved the accuracy of the claim process with process automation to detect Fraudulent claims
- Improved the claims processing volume with Auto Adjudication of low value claims
- Reduced the new customer on-boarding time to less than a day without the involvement of IT team
- Improved Adjustors' work efficiency by providing meaningful dashboard and help them plan their work day

WHY SONATA?

Our focus, depth of understanding and proven expertise in Cloud services across verticals and technologies makes us stand out among our peers. Sonata's experience stems from:

- Gold certified partner for 50+ tech players
- 200+ Cloud Solution Experts and Cloud Architects
- 100 + Successful Cloud Migrations
- 30 + Assessments
- 10+ Large Data Migrations to cloud
- Multi-Cloud Partner
- Own platform for managing operations: 12+ Platforms on the Cloud

Sonata's **Platformation™** approach helps clients to choose a solution that best fits their needs; balancing readily available platforms and solution customization

1. Sonata READY: End-to-end, industry-specific digital business platforms
2. Sonata ACCELERATE: Deploy popular horizontal platforms adding required functionality
3. Sonata CUSTOM: Engineer custom platforms that deliver unique digital capability and scalability

Sonata Software is a global IT solutions firm focused on enabling platform based digital business and technology transformation for enterprises in the Travel, Retail, Distribution and Software industries. Sonata's products and platforms, anchored on its proprietary Platformation methodology, reflect the company's commitment to enable connected, intelligent, open and scalable business systems.

Sonata's portfolio of products and platforms include Rezopia Digital Travel Platform, Brick & Click Retail Platform, Modern Distribution Platform, Kartopia E-Commerce Platform, Halosys Unified Enterprise Mobility Platform and RAPID DevOps, CloudOps and Testing Platform. These platforms have been deployed by leading enterprises across the globe to achieve future ready digital businesses.



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