



# Enhanced Customer Experience through Modernization of Claims Management System

## About the Company

Our client is a leading claims processing company globally. The firm is a world leader in claims management solutions specializing in servicing the claim need of corporations, brokers and insurers. They have a global presence in more than 70 countries.



## Business Need

The client's property & casualty business unit was looking to upgrade their legacy First Notice of Loss ("FNOL") application. As part of the client's overall digital objectives, the client aimed to leverage the latest digital channels through integration of the FNOL application. This was done in order to support consistent data enrichment, orchestration and routing. Hence, they aimed to upgrade the application into a Modern platform to

- 01 Enhance the client's **global online presence**
- 02 Improve the overall **customer experience**
- 03 Enable a **multi-channel intake** of assignments

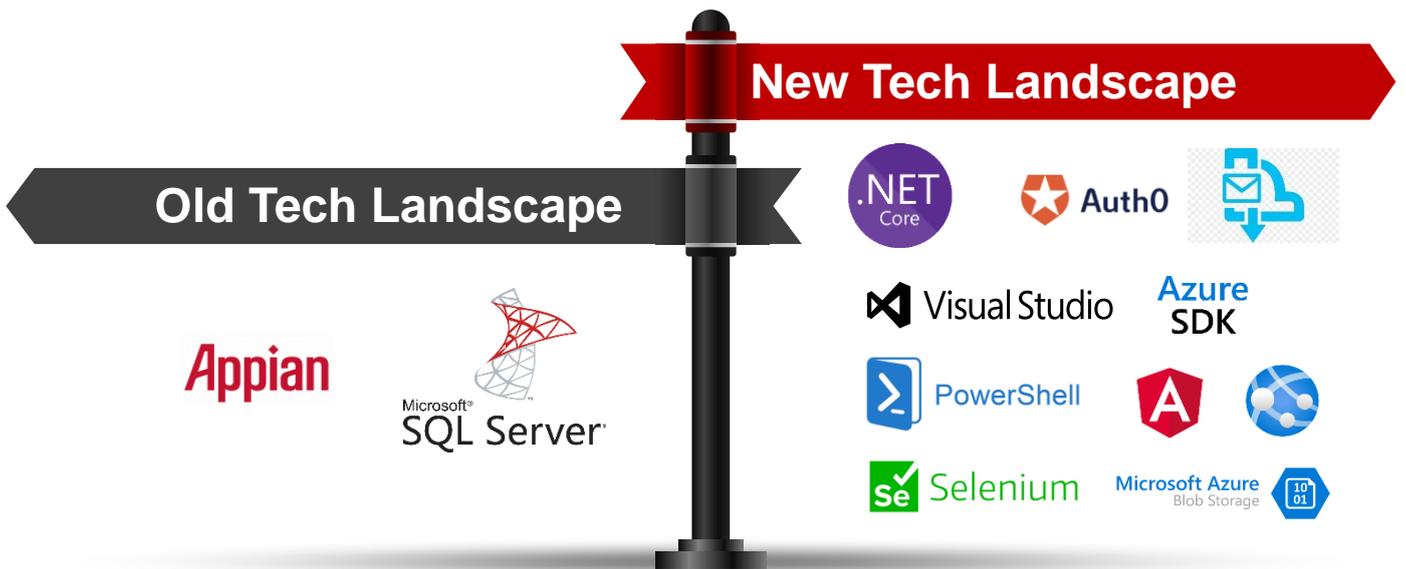
## Technology Solution

Sonata undertook the engagement with the organization based on our unique Platformation™ approach to create a world class intelligent, scalable, connected and open platform. Few of the solution highlights of the platform are:

- Sonata developed a platform with intuitive web and mobile functionalities
- A centralized integrated Platform for customers, clients and stakeholder
- Advanced Cloud capabilities with extensibility and component-based architecture
- A DevOps centric agile and consultative delivery approach



# Tech Landscape transformation through Platformation™



## Engagement highlights

The client partnered with Sonata to leverage the experience and expertise in delivering future ready platforms. Sonata helped revamp their FNOL application by:

- Conceptualizing the existing application complexities through combined workshops
- Familiarizing of the roadmap and drivers in successful application of the remodeled platform
- Leveraging the prevailing relationship to tender a consultative approach for seamless project execution based on Sonata's proprietary Platformation™ approach



## Business Benefits

The enhanced FNOL platform built by Sonata consolidated disparate systems and mechanisms for claims management. This provided a one-stop solution delivering seamless integration with the client's internal systems and external client API's. The benefits the client realized from the platform are:



**A superior user experience delivered** through new features increasing the overall usage and intake of the FNOL platform



**Reduction in cost of ownership** and on boarding complexities through advanced cloud technologies



**Flexibility of easy customer integration** through extensibility of data models and the respective customer site being wholly customizable



**Enhanced web presence** for the client among customers by establishing the client's technological capabilities and prowess to potential customers



# WHY SONATA?

Sonata helps clients unlock value and growth through Platforms with Sonata's proven Platformation services. We also help enterprises in shaping their Digital Agenda, Platform thinking and in reimagining Platform business models and ecosystem.

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 is a global technology company, that enables successful platform based digital transformation initiatives for enterprises, to create businesses that are connected, open, intelligent and scalable. Sonata's Platformation™ methodology brings together industry expertise, platform technology excellence, design thinking-led innovation and strategic engagement models to deliver sustained long term value to customers. A trusted partner of world leaders in the Retail, Manufacturing, Distribution, Travel, services and Software industries, Sonata's solution portfolio includes its own digital platforms such as Brick & Click Retail Platform®, Modern Distribution Platform®, Rezopia Digital Travel Platform®, Kartopia E-commerce Platform®, Halosys enterprise development automation Platform®, and CTRM Commodity trading and risk management Platform®, KODO - AI powered customer experience (CX) Platform, Sonata's Platformation realization services have been specifically designed so that implementation of services on Microsoft Dynamics 365, Microsoft Azure, AWS, Cloud Engineering, Managed Services as well as on new digital technologies like IoT, Artificial Intelligence, Machine Learning, Robotic Process Automation, Chatbots, Block Chain and Cyber Security, deliver to the Platformation promise. Sonata's people and systems are nurtured to bring together the depth of thought leadership, customer commitment and execution excellence to make a difference to business with technology.



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