

# CLAIMS TRANSFORMATION SOLUTIONS



WNS offers next-generation technology-driven transformation services to streamline claims management.



#### Expert Express Operating Model

Triage model that segregates simple and expert claims activities by defining scope for automating manual-intensive activities and reducing cycle time of claims



#### Insurer Connect

Digital or virtual assistant for claims lodgment and Web chat solutions for end-customer support



#### Claims Classifier

Natural Language Processing (NLP)-based automation for claims classification and code generation from unstructured data



#### Recovery Propensity Model

Dynamic predictive tool evaluates TPIs on multiple factors before ranking them as top potential for recoveries



#### Subrogation Smart Network

Blockchain-based open ledger solution for managing payables and receivables across multiple parties involved (insurers, solicitors, vendors)



#### AI-powered Image Analytics

An image analytics platform that leverages drone imagery and deep learning-based modeling approach to enable proactive risk assessment and deliver faster claims resolution

Along with automation, we have a host of solutions that span workflow integration (iPAS - Integrated Policy Administration System, Swiftcomm, Web Miner) and self-serving mobile applications (Broker Connect™, Smart Locator-Smertz and Messenger Connect).

**Our suite of solutions also includes strategic partnerships on technology and data through:**

- Platform augmentation solutions built on select partner products
- Third-party RPA bots for rule-based and knowledge-based processing

#### ABOUT WNS

WNS (Holdings) Limited (NYSE: WNS) is a leading Business Process Management (BPM) company. We combine our deep industry knowledge with technology, analytics and process expertise to co-create innovative, digitally led transformational solutions with over 400 clients across various industries. The industries include banking and financial services, consulting and professional services, healthcare, insurance, manufacturing, media and entertainment, retail and consumer packaged goods, telecommunications and diversified businesses, shipping and logistics, travel and leisure, and utilities and energy. We deliver an entire spectrum of BPM solutions including industry-specific offerings, customer interaction services, finance and accounting, human resources, procurement, and research and analytics to re-imagine the digital future of businesses. We have delivery centers worldwide including in China, Costa Rica, India, the Philippines, Poland, Romania, South Africa, Spain, Sri Lanka, Turkey, the United Kingdom and the United States.

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