

# Transformation of claims settlement business



Success story

Groep P&V implements a digital claims settlement platform to set new standard in customer care



30% increase in productivity



Efficient end-to-end digital claims settlement



Customer-centric process

PLATFORM ENGINEERING



## THE CHALLENGE

**Transform the claims settlement business to make it more customer-centric and future-ready**

- As major Belgium insurer, Groep P&V wished to implement a new core platform that supported local needs and languages, initially French and Dutch
- The digital transformation had clear objectives to boost overall productivity, streamline business processes and improve customer satisfaction
- The right strategic solution must also provide a foundation for further growth and insulate the business from changes in technology

## THE ENGAGEMENT

**Rethink business processes and harness modern technology to deliver better outcomes**

GFT was engaged to:

- Survey all relevant business processes and make strategic recommendations to improve claims processing workflow
- Design a programme implementation roadmap for claims processing
- Develop a comprehensive product and systems architecture
- Incorporate new Agile methods into the claims delivery process

## THE BENEFIT

**Happier customers, more productive employees**

- As a fully digitalised business, Groep P&V has increased productivity by 30%
- Employees are more engaged and empowered to be more proactive
- The claims management system is simpler and more intuitive for staff, brokers and agents
- A highly automated claims management system allows staff to focus on the business rather than administration, improving overall customer satisfaction
- Project recognised by Guidewire and Groep P&V at the Guidewire Analyst Day 2017