Claims Management

Accelerate claims processing. Improve customer satisfaction with automation, accuracy and analytics that create better workflows.

There's a growing need for companies to fast-track claim processing and improve the speed of customer communications. At the same time, organizations are facing a surge in claims while trying to contain rising costs and ensure data security. With remote and hybrid business models quickly becoming the norm,
the urgency to optimize productivity with a customizable solution has become a top priority.

That's where AI and the experience of Ricoh come in.

Automate claims processing
for a simple and secured experience.

Increase efficiency and gain transparency.

Claims Management is an automated, secured cloud-based solution specializing in automating claims document intake processes. It includes customizable features that can be tailored and updated to meet your business needs. And with an intuitive interface, it's easy for employees to use while providing managers with oversight to improve business outcomes.

Streamline the customer journey.

This solution utilizes AI to automatically extract and validate data for faster claims processing with the precision of computer vision technology. The accelerated end-to-end claims processing and resolution time drives higher NPS and CSAT scores and improves retention and renewal rates. Simple to deploy and easily scalable as a consumption-based service model, this enables you to get started without large upfront capital costs.

Remove roadblocks to improve business outcomes.

Avoid FNOL issues and eliminate complexities that make the claims process unnecessarily lengthy with SLA reporting. Our secured platform safeguards data, helps to ensure compliance and provides 99.99% uptime for business continuity. With 70% of the top Life Insurers and Medical Insurers using Ricoh services, you can be assured of our deep, proven experience of building solutions for leaders in the industry.

Security in the cloud.

This secured solution is hosted within Amazon™* Web Services (AWS) cloud environment and supported by policies and procedures for compliance with governing requirements such as PCI® and HITRUST®. It also undergoes consistent review to update risk mitigation controls as needed.

Ricoh, a proven **technology partner.**

Ricoh's combination of certified expertise, service excellence and 85-year history of innovation has helped clients navigate their most pressing information challenges. Our comprehensive RICOH Intelligent Business Platform brings the next level of AI to your company with minimal capital investment and rapid deployment. And, of course, you can expect dedicated support from Ricoh's Digital Services Center of Excellence.

To learn more visit **ricoh-usa.com/claimsmanagement**

RICOH
imagine. change.