

# Celonis: The future of insurance claims



Drive a “digital by default” approach, embedding a complete process transparency, intelligence & automation.

## How can Celonis support you in achieving world-class process intelligence

Our Execution Management System enables you to analyze your processes, identify inefficiencies and remove them through best-in-class actions and intelligent automation.

## This will help you to achieve Process Excellence in

- P&C Claims such as Motor
- Life & Health Claims
- Travel Claims
- Roadside Assistance

**“By 2030 more than half of current claims activities could be replaced by automation.”**

McKinsey&Company

## Celonis Execution Management System (EMS) helps you to ...

### Achieve

smarter claims handling processes through automation, using AI.

### Identify

areas in the service process that lead to slow resolution times to best alleviate customer stress.

### Accelerate

time to revenue, improve submission throughput and monitor claims process execution against value metrics.

### Detect

skipped or missing mandatory checks for sustained compliance.

## Improve your most important KPIs in just a few months

**65%**

Fast claims handling (15 days vs 23 days).

**-204€**

Avg. cost per claim due to improved steering.

**-44%**

Cycle time by assessment type.

**+22%**

Improved claims case routing resulting in rework reduction and faster cycle times.

## With the use of Celonis EMS

- Overcome the challenges of complex, legacy and custom system landscapes
- Reduce manual work steps
- Automatic detection of inefficiencies
- Dynamic reporting
- Increase internal Productivity and Effectiveness
- Improve Customer & Employee satisfaction
- Sustainability

**“In this fight for survival, pace matters! 85% of Insurance CEOs say COVID-19 has accelerated the digitization of their operations.”**

KPMG