

Insurance Mobile Solutions

Claim Adjustment



Solution Description

When the Insurer's claims department receives a loss notification a claims adjuster is assigned to the case based on accident / garage location, experience and availability of adjuster. Once the adjuster is assigned, the work process is started.

The application provides an intuitive interface for a claim adjuster to view the cases assigned, and upon selecting a particular case, it displays a snapshot of the loss claimant information and captures all necessary data related to the incident. The adjuster can conduct / record interviews, process payments, upload loss photographs and documents back to the claims management systems.

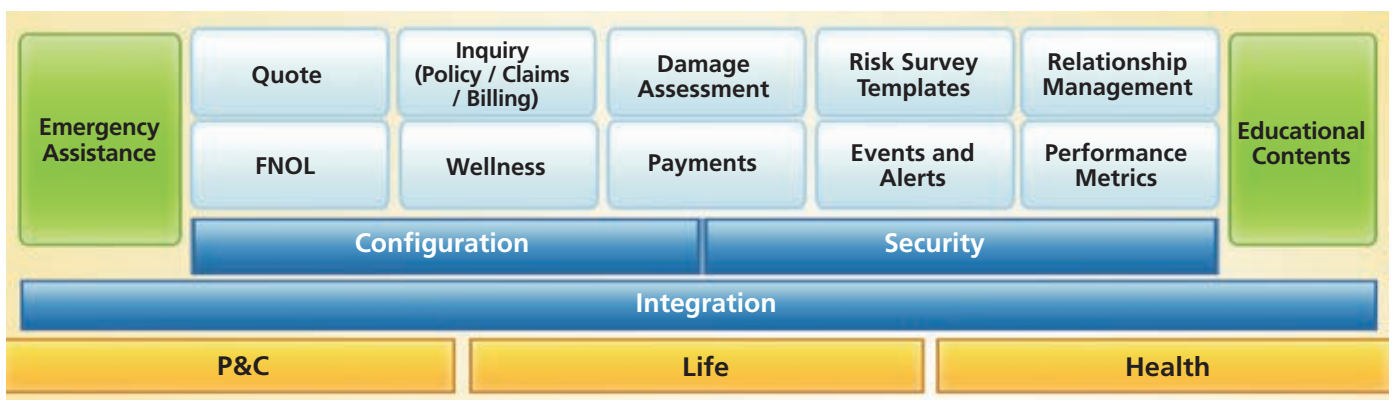


Features

- Claim case management
- Capture and upload – documents, photographs, video clippings, voice recordings
- Contact information
- Location search
- On the spot payment processing

Business Benefits

- Real-time communication
- Paperless environment
- Digitization of data
- Reduced turnaround time for processing of claims
- Enhanced customer service
- Improved adjuster productivity



Mobile Application Services

L&T Infotech's service portfolio for mobile technologies includes:

- Mobile Application Development
 - Agency management
 - Policy servicing
 - Risk survey
 - Claims servicing
 - Customer self service (P&C, Life, Health)
 - Agency self service
- Testing
 - Functional Testing
 - Device Compatibility
 - User Experience
- Platform Porting
- Maintenance and Support

Expertise in Mobile & Wireless Technology

- 2000+ dedicated resources in Mobile technologies (Embedded Software and Application Development)
- Capabilities and infrastructure to support a variety of platforms and devices including:
 - Android
 - iPhone
 - BlackBerry
 - Windows Mobile
 - Symbian
 - J2ME
 - BREW
 - Palm
- Expertise in developing Mobile Applications for various Industry Verticals – Insurance (P&C, Life and Health), Media & Telecom
- Ready solution blueprint for various insurance functions
- Telecommunication Testing Lab, equipped with a variety of handsets on multiple platforms

About L&T Infotech

Larsen & Toubro Infotech Ltd. (L&T Infotech), one of the fastest growing IT Services companies, is ranked by NASSCOM among the top software & services exporters from India in 2009. Ranked among 2009 'Leaders' in the prestigious Global 100 list by International Association of Outsourcing Professionals (IAOP), and a wholly-owned subsidiary of US \$ 9.8 billion Larsen & Toubro, India's leading engineering-to-financial services organization, L&T Infotech is differentiated by its unique Business-to-IT Connect, which is a result of its rich corporate heritage.

Ranked No. 5 globally among the Best IT Services Providers by Global Services in 2009, we offer comprehensive, end-to-end software solutions and services in the following industry

verticals: Banking & Financial Services; Insurance; Energy & Petrochemicals; Manufacturing (Consumer Packaged Goods/ Retail, High-Tech, Industrial Products, Automotive) and Product Engineering Services (Telecom). Our new emerging verticals include Media & Entertainment and Life Sciences & Healthcare. We also deliver business solutions to our clients in the following horizontal / service lines: SAP, Oracle, Infrastructure Management Services, Testing, Consulting and Business Process Services. Our other Service offerings are: Business Analytics, Legacy Modernization, Applications Outsourcing, Architecture Consulting, PLM and Service Oriented Architecture.