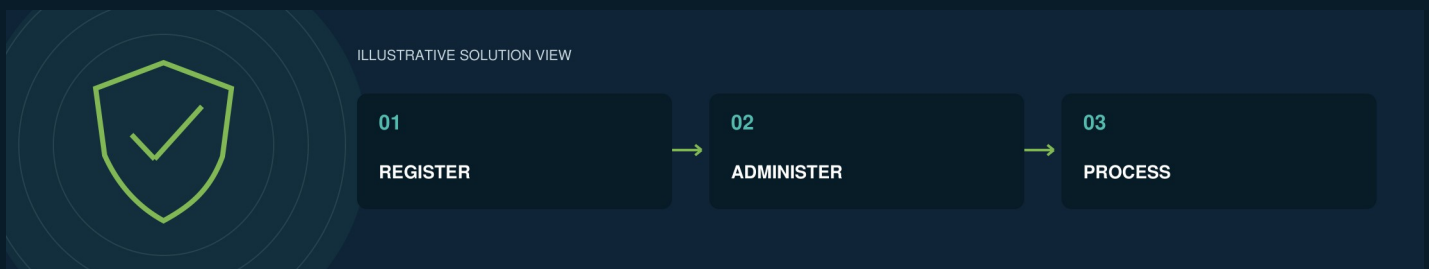


ICMS

Insurance & Claims Management

Connect customer, policy, and claims operations

ICMS brings customer information, policy administration, claims intake and tracking, and financial processing into a unified operating view. It includes document control, compliance reporting, and performance analytics to support coordinated insurance and claims administration.



CONNECTED CAPABILITIES

01

Customer information

Maintain KYC-aligned customer information within the insurance administration workflow.

02

Policy administration

Coordinate policy issuance and renewals alongside customer and claims information.

03

Claims coordination

Manage claims intake, validation, and tracking as connected operational activities.

04

Financial processing

Support collections and disbursements within the agreed insurance and claims process.

05

Documents and compliance

Bring document control and compliance reporting into the administrative workflow.

06

Performance analytics

Review claims and agent analytics to support operational and management discussions.

BUILT AROUND YOUR OPERATIONS

For insurers, agencies, HMOs, mutual benefit associations, and microinsurance organizations.

Connect policies and claims

Coordinate customer, policy and claims information with defined responsibilities and reporting.

A TYPICAL OPERATING JOURNEY

01

REGISTER

Customer information and KYC requirements

02

ADMINISTER

Policy issuance and renewals

03

PROCESS

Claims intake, validation and tracking

04

REVIEW

Financial, compliance and analytics review

Illustrative workflow. Final sequence follows the agreed scope.

BUSINESS BENEFITS

Connected records

Support coordinated access to customer, policy, claims, and document information.

Claims visibility

Help teams review claim progress and coordinate work across the process.

Operational insight

Support management review through claims, agent, and compliance reporting.

Integration and deployment

Plan information flows across customer, policy, claims and financial processes. Agree interfaces, data migration and document handling during solution design.

Select browser-based access and cloud or on-premise deployment around your architecture, security and support requirements.

Scope to confirm

Confirm release, configured functions, interfaces and controls. Reporting must be scoped to your applicable requirements.

The iThink approach

ASSESS

Policy, claims, financial and reporting processes.

DESIGN

Workflows, responsibilities, data and interfaces.

CONFIGURE AND VALIDATE

Agreed policy and claims scenarios.

DEPLOY AND SUPPORT

User preparation, cutover and support responsibilities.

Discuss your insurance operations

Let us review customer, policy and claims processes to define your implementation and reporting priorities.

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