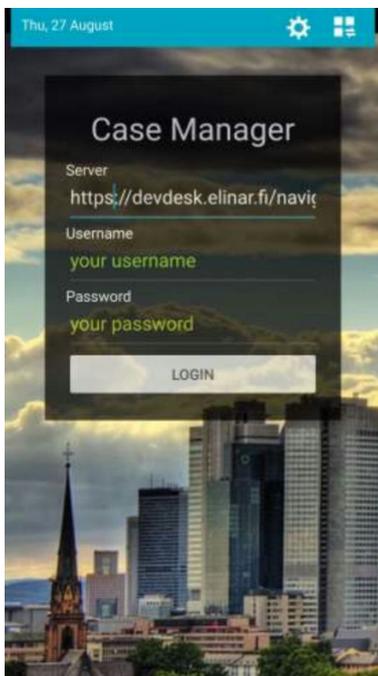


Elinar integrates 10Duke File+ to speed up insurance processing

Elinar is the leading IBM integrator in Finland and works with many of Finland's largest insurance providers on their claims processing systems. The speed of claim processing is always a factor that can be improved.

The Challenge

› To improve the speed of insurance claim processing and ensure that insurance adjusters were able to quickly access the most complete set of information available in regard to any specific claim



The Specific Problem

When an insurance claim is made, it is normally difficult to integrate information captured at the scene of an accident using smartphones into the claims processing system.

Elinar wanted an easy-to-use online file management solution to allow claimants to easily submit photos and video clips of an accident scene to their customer service representative directly from their phone.

ELINAR

Industry

Insurance

Challenge

To improve the speed of claims processing and allow the submission of on-scene photos and videos

Solution components



10Duke File+

Delivery timeframe

1 week

Coverage

Finland

Key stats

- › on-site evidence submission by claimant
- › faster claims processing

Website

www.elinar.fi

Deliver more.



<http://www.10duke.com>

The Solution

Elinar selected the 10Duke File+ API in order to provide an easy-to-use end point with which to receive submitted customer photos and videos.

File+ was then integrated directly into IBM Case Manager 5.2.1 so that customer service representatives could immediately access the submitted media files as the incident was being processed within Case Manager.

Better information allows for quicker decisions to be made and therefore a quicker resolution time for submitted claims.

Implementation Method

Elinar's in-house development team was able to access and integrate File+ using its REST API, with 10Duke providing 3rd line support as needed.

Deployment Model

The 10Duke File+ service is provided on a SaaS basis from 10Duke's private cloud.

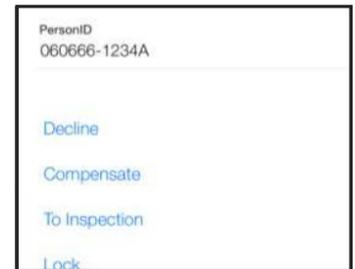
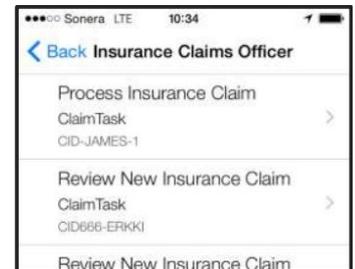
Result

Elinar was quickly able to enhance the case management features of IBM's Case Manager using 10Duke File+ by making it easier for insurance claims to simply and immediately submit media files supporting their claim directly to their customer support representative.

- › More efficient claims processing
- › Immediate information submissions relating to a claim
- › A 1 week (calendar) implementation time.

“ *File+ is an integral part of our solution which enhances the end customer's ability to self-serve. In a simple and quick way, an end customer can provide additional information to their insurance case and speed up its processing time.* ”

Mikko Hörkkö, CEO of Elinar



About 10Duke

10Duke provides a set of composable services, delivered as RESTful APIs, that cover capabilities such as Single Sign-On, federated identity management, content paywalls and metering, identity-based licensing, and cloud-based file management and conversion. 10Duke APIs have been used to create award-winning online applications for customers such as Rovio (Angry Birds), the Association of Tennis Professionals (ATP), the BBC, Trimble, Unilever, Arsenal Football Club, and Maserati.

Deliver more.



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