



Appian for Insurance

Connected Claims - Life Insurance

Customer Service

Gain a centralized view of claims from all CRMs and legacy systems, delivering actionable information and enabling seamless communication for a best-in-class customer experience.

Claim Operations and Settlement

Streamline processes to speed time to close, reducing expenses and increasing customer satisfaction.

Fraud Case Management

Optimize fraud case management with a unified view of all potential fraud alerts for SIU teams.

Loss Intake (Death Certificate Processing)

Facilitate efficient and intelligent claims intake, improving customer experience and reducing operational costs.



Litigation Management

Deliver visibility into potential litigation cases, while enabling external legal/advisory teams to collaborate across multiple channels.

VIP/Concierge Mobile Anywhere

Comprehensive VIP/concierge customization with a dedicated mobile app.

Process Mining

Understand the data behind claim performance to identify ideal processes based on facts.

Touchless claims processing is a business imperative.

When it comes to life insurance claims processing, delivering an exceptional, personalized experience is the most crucial objective. However, providing a touchless, digital-first claims experience requires agility and accuracy.

Claims operations teams are often challenged with manual document processing and juggling multiple systems that slow down the claims process. This often results in a poor customer experience, lengthy time to close, and increased costs. Life insurers need a solution that helps them effectively manage their claims processes, mitigate claims leakage, and improve straight-through processing.

And they must be able to do all this while providing superior customer service and empathy during what is often a very stressful, emotional time for the beneficiary.

Optimize claims management with low-code automation.

Built on the Appian Low-Code Automation Platform and deployed on the Appian Cloud, Appian Connected Claims delivers a 360-degree view of each claim in an actionable dashboard of data from all claims and policy systems and third-party applications. This improves operational efficiency, reducing cycle times and increasing customer satisfaction.

