

NetReveal Enterprise Case Management for Insurers

Enhance your visibility of risk and financial crime

The challenge

Information is often spread across highly fragmented IT landscapes and stored on disconnected systems resulting in inconsistent and inefficient investigations, often lacking robust and transparent version control and reporting about what actually happened during a complex investigation. Growing volumes of related information flowing through the business adds to this challenge of fusing and organising the relevant outputs from disparate systems into one place.

Insurers benefit from a single view of data related to a customer, policy, supplier and even employee across the customer lifecycle from point of policy inception onwards. Investigators need a single, easy to manage, and readily accessible place for true facts without having to search or access multiple different systems which is time consuming.

Executives need access to accurate management information which is consistent and timely, so that they are made constantly aware of current risk across the business.

“The triage team can work efficiently because they don't need to look into as many systems to identify the fraud because it's all in one place, in NetReveal.”

Head of fraud intelligence at a mutual P&C insurance company

Our approach

NetReveal® Enterprise Case Management spans the entire fraud and compliance functions used by some of the most complex multi-jurisdictional investigation teams across the world. It is an open and flexible case management platform that efficiently organises data inputs (including third-party data), prioritises and centralises alerts and incidents into one enterprise-wide investigation platform to help manage investigations.

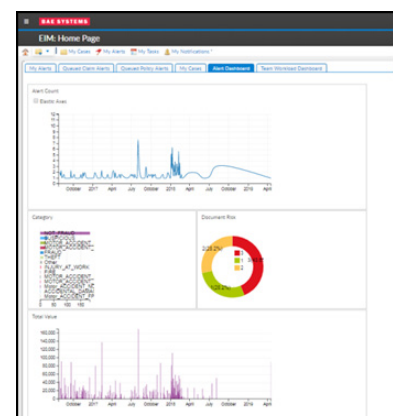
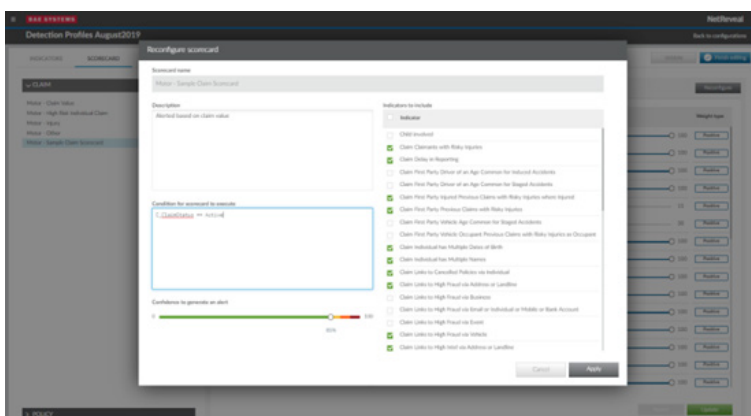
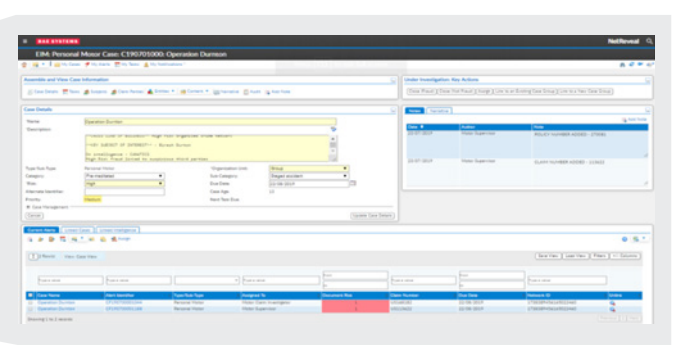
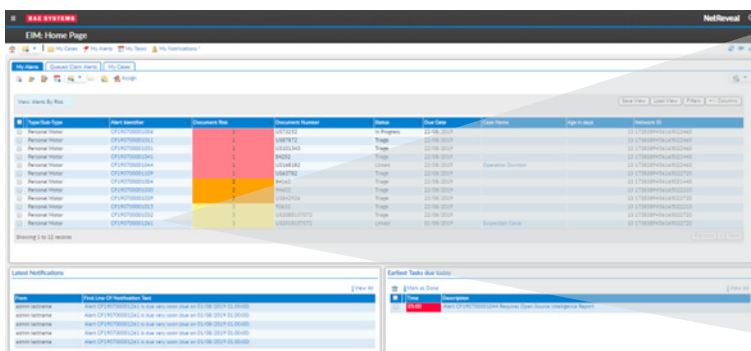
Robotics Process Automation (RPA) is integral to pre-processing, enriching and routing alerts. As a consequence, investigators spend time on high-value analysis, rather than low value data gathering or repetitive tasks. The solution helps consolidate customer information from disparate systems during verification and provides dynamic risk assessment for greater resource allocation and faster decisions.

NetReveal Enterprise Case Management provides:

- **Advanced automation** – Dynamic and flexible tailoring of scenario-specific workflows using RPA in response to changing business challenges. Intuitively navigates a user through auto-prioritised queues with a single-click and avoids cherry picking of cases. Related data, such as content attachments or inbound and outbound e-mail, can be seamlessly integrated to alerts and cases
- **Increased effectiveness and efficiency** – A single view across all systems is seen to reduce time to decision by over 50%. Alerts are pre-processed, enriched, and routed automatically so that investigators spend time on high-value analysis rather than low-value data gathering functions. Data is shared more easily across teams
- **Improved collaboration** – Consolidates related alerts, evidence and case notes into a single dossier that can be managed uniformly. Investigators are presented with a single consolidated unit of investigation from related alerts, intelligence and investigation data. Closed cases are retained indefinitely or for as long as audit standards require
- **Better decision making** – Investigation data is presented to investigation teams in a logical way, using instinctive user interface and fraud scenario articulation to simplify and accelerate decision making
- **Defined workflows** - Eliminate process gaps and enhance transparency to auditors and regulators

Additional capabilities

Feature	Benefit
Built in audit control	Captures all analyst or administrator activity with timestamps, IP source and other data as part of an integrated view of risk
Role-based permissions	Granular controls award secure access to sensitive data, based on role. A single instance can support the needs of multiple teams spread across different locations and subject to different data protection laws
Alert and case management templates	Insurance specific domain workflows and routing models for claims fraud, policy fraud, and financial crime compliance, as well as easy extensibility to supplier/provider fraud, corporate security and staff/agent fraud
Interactive data grids	End users can personalise their own screens to their working style by selecting which fields to display in a list, drag and drop to change column order, re-size columns, and save preferences without engaging IT or BAE Systems consultants
Comprehensive search	Investigators can discover additional information pertinent to an ongoing investigation. Uses open source technology to index all data and allows end users to search on key terms in cases, alerts, and information embedded within documents
Command and control dashboard	Provides out-of-the box metrics and an open data model; this enables you to define evolving MI, helping you make decisions about how to continue to get the best out of your fraud operations, and where necessary, join with existing business intelligence tools
Business process integration	Integration points with upstream and downstream systems so that the risk information stored can be made available in real-time to other processes
Scorecard Manager	Insurers can manage risk appetite, detection profiles, alerting rules and many more parameters



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