



safetysuite
INTEGRATED SAP SOFTWARE

GENERAL CLAIMS





Manage General Insurance claims that arise through unforeseen incidents.

No matter how rigorous the approach to identifying and controlling risks, all organisations carry a range of insurance policies to limit their financial liability for damages or injuries to other people or parties. These policy types differ, may change over time, and carry differing deductibles.

You need to maintain a register of policies and understand what each covers so that when an incident does occur, you can quickly identify which one to apply. Furthermore, you may wish to minimise your outlay by consolidating policies across your business while still distributing the costs to the parts of the organisation requiring the most cover.

Fully Integrated

C-Net has worked with Australia's leading organisations to develop SafetySuite General Claims. This solution extends the SafetySuite Incident Management process allowing a claim to be created against each impact captured in an incident, such as:

- injured staff and third parties,
- damage to property and
- motor vehicles.

Authorised users can initiate the claim and select the relevant policy. The system has standard uploads that can be used from your insurance providers to populate incident, claim, estimate, payment, and recovery details.

Cost Control

For those organisations with extended deductibles SafetySuite can be used to manage all claim details and all relevant financial transactions with native integration into SAP Finance.

The flexible Premium Allocation functionality then applies your algorithm's to allocate cost impacts throughout the organisation, providing managers a month by month summary of how their performance is impacting their costs.

Stakeholder Management

Ongoing claims management requires constant communication between parties involved. SafetySuite General Claims enables notifications, escalations, manager reports, as well as the ability to generate correspondence on your templates directly from the system, keeping all documents in the one secured location.

Complete Coverage

SafetySuite General Claims ensures your compliance for managing general claims with support for all major insurance types. Regardless of whether you have just a few claims or are a large corporation with extended deductibles, SafetySuite has you covered.



Efficient handling of all your insurance issues for when things don't go to plan.



CENTRAL POLICY MANAGEMENT

Understand your options

SafetySuite General Claims facilitates the management of insurance policies and claims for:

- motor vehicle accidents,
- property loss,
- public liability (3rd party injury / loss)
- and stock / marine loss claims.

All of your varied insurance policies can be stored in the system in a policy register and the details of each policy identified for validity, excess payments, scope of the policy and so forth. Each claim that arises is then linked back to the relevant policy so that all of the excess conditions and financial transactions can be managed.



PROCESS EFFICIENCY

Constant monitoring to ensure compliance.

Ensure your internal processes are followed effectively and in a timely manner. SafetySuite allows you to establish your processes and escalate activities that have fallen outside of your predefined timelines.

SafetySuite General Claims comes with a library of standard process based reports to assist with the monitoring of internal SLA's. Average and targeted times for all aspects of the claim are tracked.

Examples include the time from:

- Initial Incident to claim lodgment
- Claim to determination
- Claim to closure
- Incident to claim closure
- Claim to closure by jurisdiction



DOCUMENT & TASK CONTROL

Apply rigour to your paperwork

Any claim process involves a volume of forms, paperwork and documentation in support of the claim and the ongoing determination process. SafetySuite ensures that all of these documents are attached to the claim itself and by default back to the originating incident.

As additional documentation is required to be produced, our date monitoring functionality can be used to ensure creation, lodgment or receipt actually occurs in a timeframe consistent with a best practices approach to claims management.

Tasks can be assigned to a member of your team and it will be tracked to ensure it is completed in the required time frame.



FINANCIAL ACCURACY

Each claim is linked back to the originating incident so that the overall financial impact of the event is fully understood. Further integration in to SAP Finance ensures payment according to your normal financial practices.

EXTEND GENERAL CLAIMS WITH OTHER SAFETYSUITE PROCESSES

- Incident Management
- Hazard Management
- Rehabilitation
- Litigation

STANDARD SAP INTEGRATION

- SAP HCM / Payroll
- SAP Time Management
- SAP Accounts Payable
- SAP Security & Access
- SAP NWBC





SafetySuite General Claims

Seamless claims processing from start to finish

Common Challenges

- Generate correct payments and recoveries
- Eliminate manual systems
- Streamline Claim reporting
- Data reconciliation with Insurer
- Remove data replication
- Align claim paperwork with original incident.



Key Features of our solution

- Standard, proven business processes – not just a database.
- Integrated with SAP Accounts Payable
- Single, consistent approach to managing claims
- Standard insurer interfaces
- Supports companies with extended deductibles.
- Native integration into SAP
- Comprehensive library of dashboards and detailed reports



Business Value

- Automation of manual processes
- Best in class claims management for SAP customers
- Centralised, consistent claim data
- Low cost IT solution
- Rapid implementation
- Compliance in all Australian and New Zealand jurisdictions.



Standard Implementation

- Our skilled consultants can have this module up and running in your SAP system in just **5 weeks** under normal circumstances.



INSPIRING SAFER WORKPLACES

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