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Transforming claims management software

Part of the DWF leading tech offering

dwf 360

With so much data…
…only intelligent claims software can reduce the "human factor"

Your mission critical goals

- Easier fraud detection
- Faster claims processing
- Easy cloud-based access
- Correspondence handling
- Quick, flexible setup
- Automated reporting
- Heatmap trend analysis
- GDPR ready
- Compliance focused Microsoft tech stack
- Legacy system friendly

Easier Fraud Detection

Detect suspicious claims early with EvoClaim's fraud analytics options.

We crunch masses of data so your people don't have to. Our clients are seeing the benefits of supporting their operation with intelligent software analytics.

Spotting fraud trends early is key to staying ahead of the "hotspots" and, where possible, nipping them in the bud. Giving your people access to vital information immediately speeds up effective identification of fraudulent claims.

Instant fraud alerts for better identification and handling

Faster Claims Processing

Utilise any possible workflow scenario to become streamlined to perfection.

We can bespoke configure our system to your best practice requirements to ensure that your software not only creates a new level of efficiency but also assists your drive for continuous improvement.

Tasks can be assigned to multiple teams reducing "interdepartmental lag". You can even monitor how long it is taking individual teams to complete their assigned tasks.
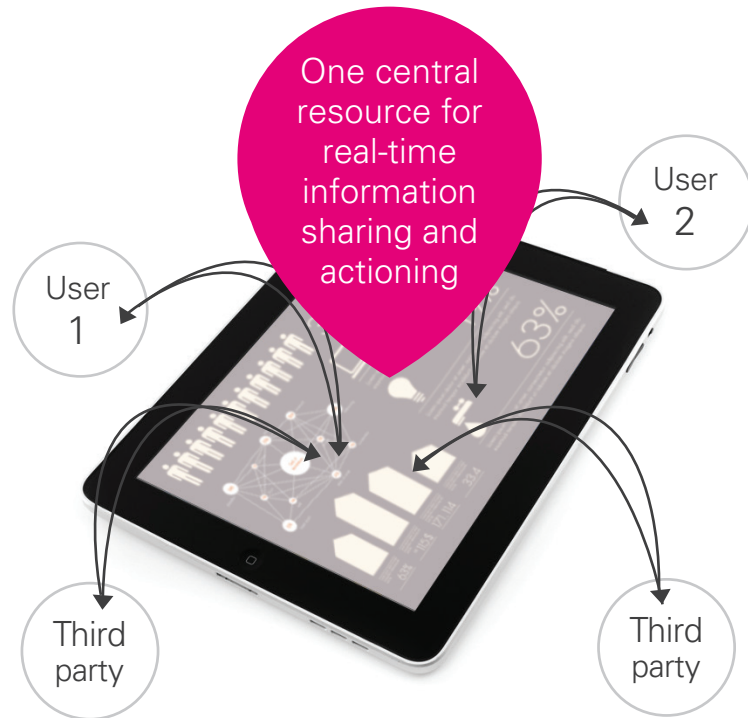
Immediate response in a busy, mobile world

Easy Cloud-Based Access

Collaborate, communicate, delegate and track securely across departments.

The web portal uses multi-level permissions to process specific case files allowing viewing, uploading and downloading of documents plus access to detailed management information.

Keep all your third parties, claimants and solicitors fully updated, including the option of SMS alerts. Email and letter templates are available throughout the workflow. EvoClaim can also link with your own web forms to speed up processing claim submissions / first notification of loss (FNOL) logging.

One central resource for real-time information sharing and actioning

User 1

User 2

Third party

Third party

Correspondence Handling

One document repository for instant, accurate, assessment, assignment and action.

Our secure portal ensures effective collaboration between all stakeholders (both internal and external). Confidentiality is maintained at all times. With history tracking built-in, you will have a clear idea of claims progression, who made changes and when they made them.

The platform integrates easily with existing Document Management Systems (DMS) including Microsoft Sharepoint.

Also, our advanced search function allows for rapid Freedom of Information (FOI) responses.
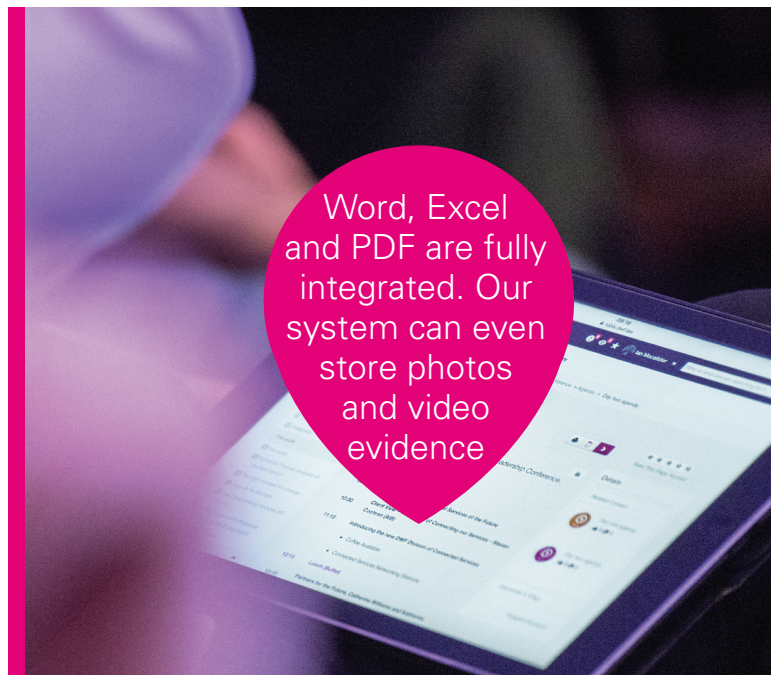
Word, Excel and PDF are fully integrated. Our system can even store photos and video evidence

Quick, Flexible Set Up

Simple, intuitive and consistent with your existing processes.

EvoClaim has been developed on the Microsoft Technology Stack offering unrivalled, quick and simple integration which leaves us more time to configure the system to your unique requirements.

We find that staff are happy to adapt quickly to our platform with its intuitive functionality, simple navigation and a crisp, clean look. Users (including third party contractors) each can get a personalised dashboard to keep track of their workload with priorities set using a simple red, amber, green (RAG) status.

Less onboarding time means your team can hit the ground running
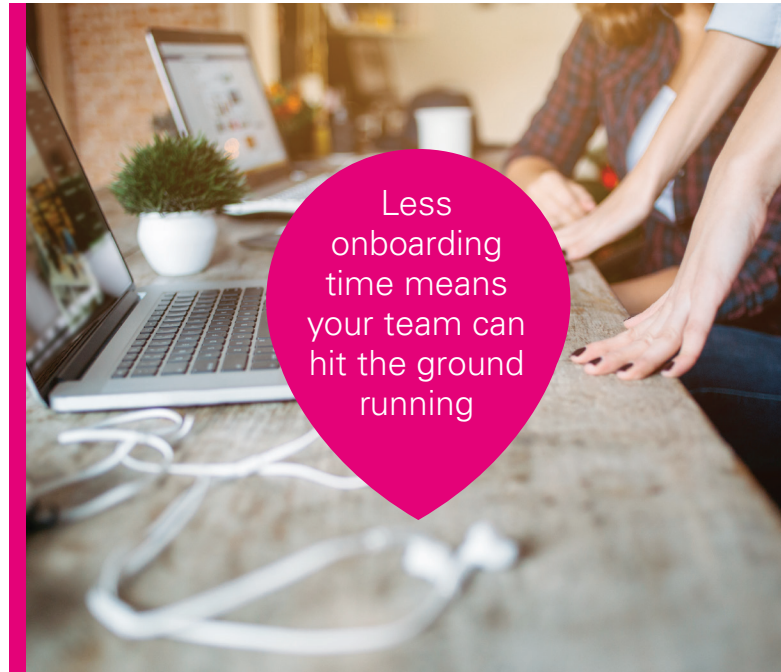
Automated Reporting

Configurable reports are generated automatically for improved efficiency.

Typically, the biggest complaint from managers is the length of time it takes them to produce reports, even the scheduled ones.

Our reporting dashboard can be configured to the individual managers requirements to deliver automated reports to a diary plan as well as "real-time", at-a-glance information for improved efficiency.

Empower your managers with automated and 'real-time' reporting

Heatmap Trend Analysis

EvoClaim's built-in fraud analytics tool helps to highlight incidents in problem areas.

By geotagging the precise location of the incident, EvoClaim correlates the data against known historical claims (and previous attempts at fraudulent claims, if already flagged).

Problem hotspots such as roundabouts and slip roads are identified immediately enabling your people to refer for further investigation with confidence. Organised criminal gangs are constantly shifting their target "accident hotspots" and our heatmapping software helps to keep you one step ahead of them.

Identify hotspots earlier to reduce fraudulent claims

GDPR Ready

Improved data mapping and auditing for watertight data management.

EvoClaim could help you maintain GDPR compliance, not just though the cloud-based, one source, data repository but also through automated flagging, delegation and action points.

Have the confidence to deal with data requests quickly and efficiently without impacting negatively on your productivity.

EvoClaim tells you how to manage the data and maintain compliance

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Compliance Focused Microsoft Tech Stack

Robust code, ready to go for greater project value.

Due to our long-term multi-sector experience, we have developed an industry specific software framework with a robust library of pre-coded functionality and processes at its core.

Being highly flexible and configurable, the platform improves productivity and reduces developer time, so you get a bespoke build at an off-the-shelf cost with all of the benefits of the Azure platform.

Access Control
Active Directory
Permissions
Network
Hierarchy

Customers
Contacts
Complaints
Policies
Claims
Incidents
Audits
Risks
Tasks
Documents

Alerting
Approvals
Automation
Review
Compliance
Best Practice

Dashboards
Self Build
Charts
Predictive
Automated
Integrated
Document

Reviewing
Versions
Templates
Search
Taxonomy
Scanning

| Security | Forms & Screens | Workflow & Events | Reports & MI | Document Management |

DWF 360 EVOSUITE FRAMEWORK

SharePoint

Microsoft .NET

Smoother onboarding for legacy systems and multiple technology requirements

In-House Systems

EVOSUITE Database

Third Party Systems

![dwf evoclaim logo]

Legacy System Friendly

Complimentary technology enables faster and easier integration.

Our expert services team perform in-depth IT audits, gap analysis and work flow consultancy. We also carefully handle integrations with other solutions. Backed by a wealth of technical and consultative experience, we offer a full range of services to ensure the smooth delivery, seamless integration and bespoke customisation.

Multi-sector expertise for easier discovery, development and integration

"You're in good company"

North Yorkshire County Council

OXFORDSHIRE COUNTY COUNCIL

Lincolnshire COUNTY COUNCIL

ENGIE

GPI
A Kinnet Group Company

wrexham
COUNTY BOROUGH COUNCIL
CYNGOR BWRDEISTREF SIROL
wrecsam

WHITBY SCARBOROUGH FILEY
BOROUGH of SCARBOROUGH

Portsmouth CITY COUNCIL

Cyngor
sir ddinbych
denbighshire
County Council

Places for People

East Lothian Council

Doncaster Council

Agria
Pet Insurance

countydurham
HOUSING GROUP

The Highland Council
Comhairle na Gàidhealtachd

TAURUS
INSURANCE SERVICES

TSP
ENGINEERING

towergate
insurance

NU'GEN

Camerons

Accreditations and Best Practice

ISO. 9001
International Organization for Standardization

iCO.
Information Commissioner's Office

PRINCE2

Microsoft
SILVER CERTIFIED
Partner

Microsoft
CERTIFIED
Technology
Specialist

Government Procurement Service supplier

HM Government G-Cloud Supplier

Crown Commercial Service Supplier

Microsoft Partner
Silver Application Development
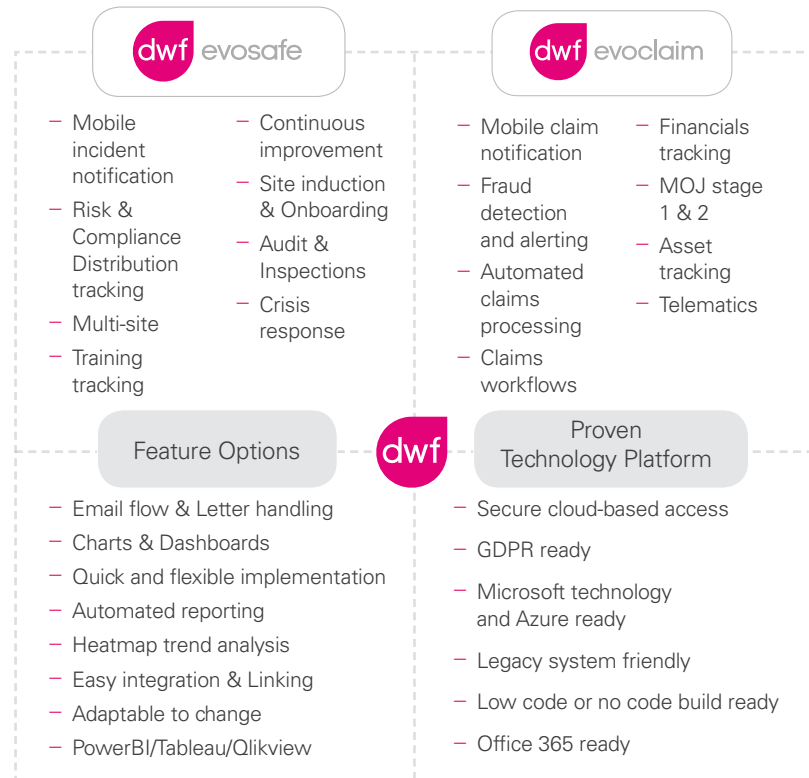
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A robust suite of software products for risk reduction and workflow management

- Reduce claims impact and cost
- Mitigate risks relating to incidents or claims
- Legal privilege protection
- Track & trace all action compliance & progression
- Light touch incident & claim processing
- Predict outcomes
- Finger on the pulse via self-service reporting
- Quick and easy to use for efficient adoption

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- Mobile incident notification
- Risk & Compliance Distribution tracking
- Multi-site
- Training tracking
- Continuous improvement
- Site induction & Onboarding
- Audit & Inspections
- Crisis response

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- Mobile claim notification
- Fraud detection and alerting
- Automated claims processing
- Claims workflows
- Financials tracking
- MOJ stage 1 & 2
- Asset tracking
- Telematics

Feature Options

- Email flow & Letter handling
- Charts & Dashboards
- Quick and flexible implementation
- Automated reporting
- Heatmap trend analysis
- Easy integration & Linking
- Adaptable to change
- PowerBI/Tableau/Qlikview

Proven Technology Platform

- Secure cloud-based access
- GDPR ready
- Microsoft technology and Azure ready
- Legacy system friendly
- Low code or no code build ready
- Office 365 ready

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About us

We are a global legal business, transforming legal services through our people for our clients.

Led by Managing Partner and CEO Andrew Leaitherland, we have over 25 key locations and 2,700 people delivering services and solutions that go beyond expectations.

By questioning traditions and thinking beyond conventions, we achieve outstanding levels of innovation. We have received recognition for our work by The Financial Times who named us as one of Europe's most innovative legal advisers

DWF 360, our IT solutions and software business, is part of Connected Services, a specialist division of DWF offering a range of stand-alone consultative services, technology and products in addition to the traditional legal offering.

We connect on a global scale, sharing our knowledge and technical expertise to identify and anticipate challenges. We are finding new solutions for clients within eight core sectors including Energy and Industrials, Financial Services, Insurance, Public Sector, Real Estate, Retail, Food & Hospitality, Technology and Transport.

Join us on our shared journey to redefine legal services and you'll benefit from the most innovative thinkers, technical experts and sector specialists.

DWF: Transforming legal services through our people and our clients.

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