

# Case Manager™

POWERED BY SEQUEL™

## INDUSTRY PROBLEM

Managing special investigations unit (SIU) operations is more challenging than ever. Investigators are facing complex cases, increased fraud, stringent regulatory requirements, and changing business needs. Add to that the ongoing pressure to lower business expenses, and it's vital for SIUs to become leaner and more efficient.



### Current SIU workflows are inefficient

Complex investigation workflows that include case intake and triage, assignment, documentation, vendor management, and regulatory reporting are time-consuming and distract investigators from their primary function—investigating claims.



### Lack of visibility into cases impedes productivity

Investigations are becoming increasingly complex, involving multiple claims, jurisdictions, and vendors. Without the ability to track case status and performance in real time, resources are misallocated and cases stay open longer.



### Disparate systems hinder investigations and extend cycle times

SIUs use numerous systems to manage different functions. Information is often spread across various departments, third parties, and platforms. The result? Longer cycle times and higher unallocated loss adjustment expenses (ULAE).



## OUR SOLUTION

**Case Manager** is a new solution that helps SIUs effectively manage all investigative, business intelligence, and regulatory functions from end to end.

### INNOVATIVE PLATFORM FEATURES

- Fully configurable workflows streamline case management and improve efficiency.
- AI-driven automations save time by eliminating mundane tasks.
- Seamless integrations provide relevant case information in one place.

### KEY CUSTOMER BENEFITS

- This agile solution easily adapts to each client's business needs and desired workflows.
- The data-agnostic platform integrates with Verisk solutions and other systems.
- A modern user experience and digital Kanban tool give real-time visibility into cases and investigator performance.
- SaaS delivery simplifies implementation and reduces IT lift.

### BOTTOM LINE IMPACT

- **Shorter cycle times** — Automated intake and triage, compliance, and administrative functions help expedite case investigations.
- **Improved customer service** — Efficient case management helps resolve good claims faster, mitigate risk, and increase focus on fraudulent claims.
- **Better insights** — Business intelligence gives SIU executives clear data on the department's business impact.

## Find Out More

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