

# **TIN** London Market Claims

Streamlining claims operations

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# TIN

# London Market Claims

## Streamlining claims operations



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# Streamlining Claims Operations

HOWDEN

Sharyn Butcher

Head of Global Specialty Claims  
& Claims Operations

# The journey so far....

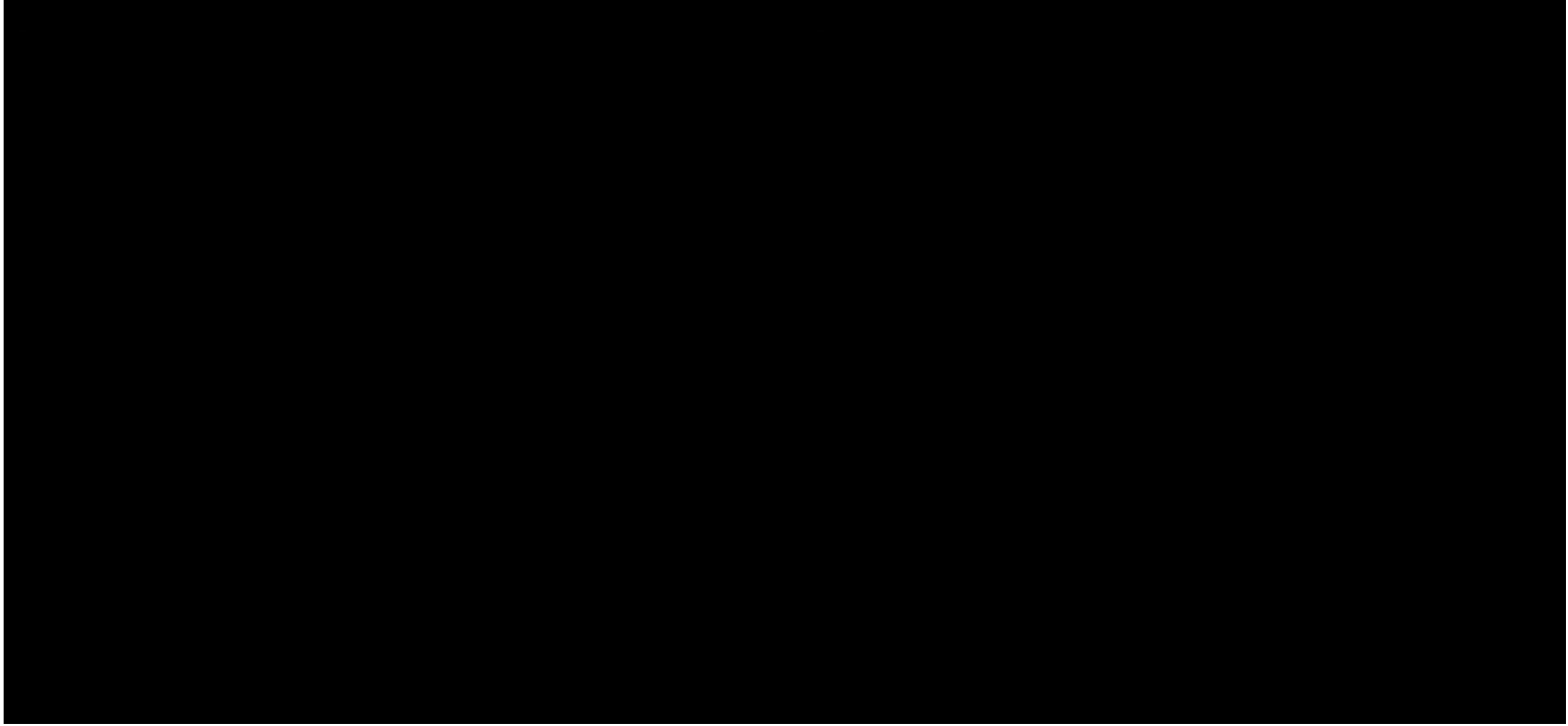
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- Use of Robotics Processing Automation (RPA) creating:
  - Efficiency
  - Capacity
  - Consistency

# Efficiency Evolves.....

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# What does efficiency look like in claims going forward?

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- Extracting unstructured data
- Detailed data capture
- Using data insights to continuously improve
- Leverage technology to remove repetitive data entry

# In Summary...

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- Use technology and AI to compliment a claims experts role
- Automation provides consistency and capacity in a cost effective way
- Improved data capture elevates claims insights to a new level





# Leveraging digital to transform the Claims operating model



- Moving to a SaaS based new Claims system from an in-house application.
- Low Code vs. No Code to bridge systems
- New Operating model considerations

**Mili Mathew**

Head of Solutions Delivery

**chaucer**

⌘ A China Re Company





Thank you!

### **1) What is the opportunity for digital to streamline claims operations?**

- a. Do you have a case study of (Gen)AI or automation in production? What have been the results?
- b. How can you use automation to free up time for claims handlers to focus on high value claims activity?
- c. How are you attracting new talent to use the new digital models?
- d. What will be the skills and capabilities needed to enable the claims service of the future? How are you attracting this new talent?

### **2) What is your experience of Straight Through Processing in the London subscription market**

- a. Where can it be applied?



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# Thank you

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