

INSURANCE PRACTICE GROUP

Insurance Practice Group

Technology

Process (KPO)

ADM

IV&V

 Enterprise
Application
Services

 Legacy
integration
&
migration

Consulting

 Claims
Medical
Record
review

 Data entry
services
for claims

 Processing
of claims
and bills

Navtech is an ISO 9001:2000 & SEI:CMM Level 4 IT solutions and consulting organization with presence in US, UK and APAC regions.

Navtech offers Insurance specific services and solutions tailored to transform your business and help you move on the road to growth and efficiency. The Insurance Practice Group covers companies in Property and Casualty, Life and Health and Specialty Lines.

Insurance Practice Group (IPG) has been able to demonstrate expertise both on the Technology/Systems front as well as Business process front. This unique combination has led to superior understanding of the domain and tailor specific solutions that actually solve the business need adapting technological excellence.

Case in point:

A fortune 500 Insurance company in the P&C space:

Navtech was involved in development of multiple business systems across Policy admin and Agency Management. The IPG teams of Business analysts, developers and testers helped design and develop the policy admin system with features like, on the fly policy information, renewal dates, reinstate without lapse etc. The system was an initiative to replace their earlier legacy system and act as a single source for policy admin ensuring all the relevant data available for the billing systems.

IPG's team was also a part of designing and developing a portal application which was exclusive for the company's agents across the US. The company's agents could access the portal and customize their page according to their priority giving them the flexibility to monitor and improve their efficiencies. All the typical agency management function could be performed with greater security controls enabling agents to be one step ahead against competition.

A leading Auto and commercial insurance giant in US:

Navtech acted as the independent IV&V partner to the leading auto and commercial insurance company. IPG team helped the company to effectively act as a 3rd party independent QA team with quick ramp up and ramp down of the team. The team was extensively involved in testing various applications on the billing, annuities and financial systems of the insurance company. This significantly reduced the backlog of the software releases for the internal teams and ensured highest level of quality for all the new releases. There was significant amount of savings in terms of costs as well as turnaround time from development to release.

Knowledge process outsourcing:

Navtech's IPG offers services in the knowledge process which range from Claims administration, Claims medical record reviews, data entry for claims, billing, policy systems. On the whole nine yards of the KPO, we have teams that can transform routine time consuming tasks like data entry into various systems to more complex and sophisticated Claims Medical record review services.

CMRS is unique in the industry with a team of over 50 highly qualified Doctors and specialists' reviewing the claim files and supporting documentation. The information present across 1000's of pages is analyzed after digitizing and transcribing every minute detail of the claim. The information is then summarized and presented in various templates that can be customizable accordingly to help the claims adjusters and litigation supervisors of the company. All this is achieved with processes that are HIPAA compliant and at a cost that is significantly low.

Value Creations:

- True partner with both domain as well as technology expertise to provide expertise in all stages of insurance cycle
- Customize solutions to solve business problems by application of best practices followed by industry and peer groups.
- Offer true flexibility in terms of operations, budget, and delivery models to various decision makers and act as extended group of the client.
- Product accelerators that can be plugged in to reduce the time and the cost of the overall solution development

Consulting

- Business & IT Strategy
- Process Consulting
- Architecture Consulting

IT Offerings

- App Management & Maintenance
- Development & Migration
- Legacy Transformation
- DW, EAI, CRM, Oracle Apps

Testing

- Insurance LOB, Process
- Area Specific Testing
- Testing & Automation
- Competency Center
- 3rd Party Product Testing

Industry Specific Offerings

- Policy Admin
- Claims Management
- Agency Management & Integration
- Back Office Billing & Accounting

Knowledge Process Outsourcing

- Claims Medical Record Review services
- Processing of medical claims and bills
- Data entry services for claims documents