

# Diamond Claims Administration

If you're ready to improve your claims operations, contact us for a free demo.

Diamond Claims combines a comprehensive set of features and functionality — from FNOL to subrogation and salvage, from personal lines to commercial lines and workers comp — with an intuitive user interface. It helps increase efficiency, reduce claim costs, ensure consistency, improve adjuster productivity, and enhance customer service.

## A Standalone or Fully Integrated Solution

While Diamond Claims is a part of the Diamond policy-processing suite, it also can be deployed as a standalone claims-administration application that readily interfaces with multiple policy systems. Using a repeatable conversion tool, legacy claims can be converted from disparate systems — including historical financials, notes, and attachments — making the data available for reporting from a single source.

*"We pride ourselves in exceptional customer service, along with timely and fair claim settlements. Insuresoft's platform will help our organization continue to provide the accurate and timely claims settlement that our customers require. Insuresoft exceeded our expectations during implementation by delivering a modern and intuitive system with exceptional customer service along the way"*

Greg Donnal  
CIO  
Hagerty Insurance



### Do It Your Way

Diamond Claims enables users to create work plans for each claim — to identify milestones, create timelines for achieving them, and update the system when they're complete. That lets everyone involved in the adjustment process manage claims in their own ways and measure their performance against company-standard metrics in real time. A dashboard shows progress as a percentage of completion, by month, by a rolling calendar, or by defined periods of time — 30 days, 60 days, 90 days — whatever the user chooses.

To improve efficiency, Diamond Claims auto-completes routine tasks, flagging and escalating exceptions for special handling to prevent adjusters and SIU from becoming overwhelmed. The system tracks those exceptions, noting their completion and adding auto-notes to ensure the work plan and the claim file contain the appropriate information. That lets supervisors more effectively review and manage claims, their attendant activities, and the workloads of their staff members.

Agents and policyholders can submit first notice of loss to Diamond Claims online via computer and mobile device — anywhere the Internet is accessible by any means — submitting photos, dialing 911, and capturing their locations. And adjusters can access the system without having to connect through the company's network.

### Integration at the Core

Diamond Claims integrates a fully functional notes system, along with an extensive attachment system. It provides complete historical reporting and financial reporting. And it contains a large number of out-of-the-box reports from salvage and subrogation to medical and litigation. It also contains tools that enable users to create their own reports or to customize packaged reports.

The system contains interfaces with third-party providers of data and reports — everything from OFAC to C.L.U.E., from medical claim review to historical storm information and more. If APIs are required to interface with other sources, we'll build them. But in most cases, we don't need to.



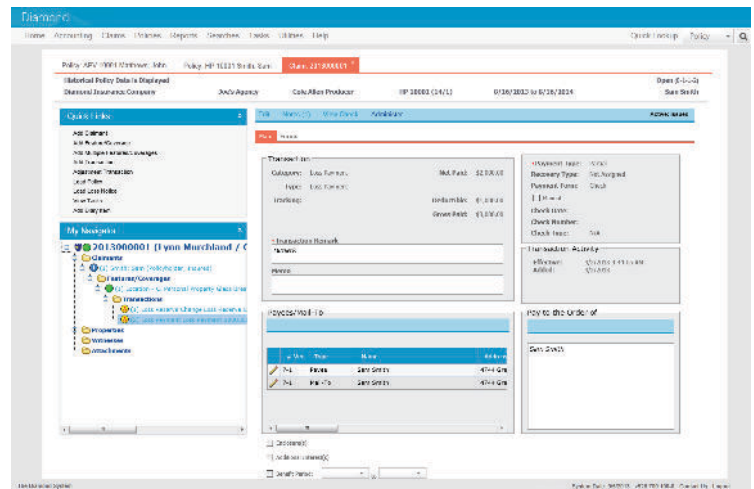
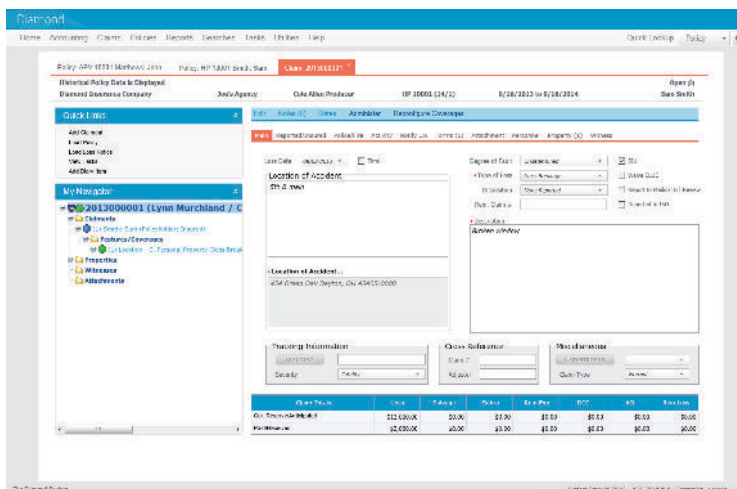
Beyond that, our Perpetual License Agreement ensures our customers always have access to new features, functionality, interfaces, and integrations — at no charge. While no one ever is forced to take anything, every new enhancement and upgrade can be configured into existing versions of the product and turned on and off as users see fit. In fact, most of our customers install new versions themselves.

## Don't Settle for Anything Less

- Define rules and workflows on the fly without reliance on IT
- Configure home pages, define screen layouts, and set user authorities
- Let agents and policyholders submit FNOLs online

- Support salvage and subrogation efforts
- Reduce claims leakage
- Integrate reinsurance
- Improve decision-making with more than 100 out-of-the-box reports
- Improve claims transparency.

*If you're ready to take more control, Diamond Claims is ready for you.  
Contact us today for a free demo.*





For more information on Insuresoft call (866) 299-1314, email [sales@insuresoft.com](mailto:sales@insuresoft.com), or visit [www.insuresoft.com](http://www.insuresoft.com).

© 2016 Insuresoft, Inc. All rights reserved. Specifications are subject to change without notice.  
Trademarks contained herein are owned by Insuresoft, Inc.