



A single, scalable claims management solution for all general insurance product lines. Includes comprehensive features for managing individual claims and major events, with versatile reporting tools and extensive features for the administration of claims-handling personnel.

About Profit Software

We offer a complete suite of ready software products that allow insurers to create and provide life, pension, property and casualty insurance services. Built on a single web-based platform, our products are quick to implement, cost-effective to run, and easier to maintain than traditional solutions.

Since the foundation of Profit Software in 1992 we have served more than 40 clients in nine countries. Today, we lead the market for insurance software solutions in Finland and the Baltic States, and have a growing network of customers in Norway, Sweden and Central & Eastern Europe. Our headquarters are in Helsinki, Finland, and we have subsidiaries in Tallinn, Estonia, and Warsaw, Poland.

Profit Software is privately owned and we employ approximately 120 people

Why Choose Claims Manager

- Provides comprehensive support for all P&C business lines and products throughout the whole life cycle of claims management
- Processes cover the full range of user groups, including back-office personnel; end customers; and service partners such as loss assessors, medical centres, garages, construction firms, etc
- All parties can be connected to the system via modern, web-based interfaces
- Delivered as a ready product that can be rapidly taken into use – reducing the risks often associated with implementation
- Brings cost efficiencies by centralizing the processing of multiple claim types
- Utilizes vast parameterisation, which provides flexibility to business development and allows the system module to be easily merged with an insurer's existing processes
- Records user and automated actions in comprehensive change logs that provide a full and completely traceable audit trail
- Incorporates best practices, processes and methods from various markets and multiple organizations



Customers

Nordic region

- AON Finland
- Aktia Group
- Fennia
- If P&C
- Mandatum Life
- OP-Pohjola
- Pohjantähti
- Pohjola Life
- Samlink
- Suomi
- Tapiola Life
- Tapiola General Insurance
- Tapiola Pension
- The Local Insurance Group
- TrygVesta
- Varma
- Veritas Life
- Vital Forsikring

Baltic States

- Compensa
- ERGO Kindlustuse
- If P&C
- Mandatum Life

Central & Eastern Europe

- AXA
- If P&C
- Vienna Insurance Group

Partners

Profit Software has developed and is continuing to grow a solid network of partners to support localization, integration and maintenance. Current partners include leading IT integrators and hosting companies, systems integrators and solution providers. We also co-operate with our clients' existing vendors.



Unified Claims Process

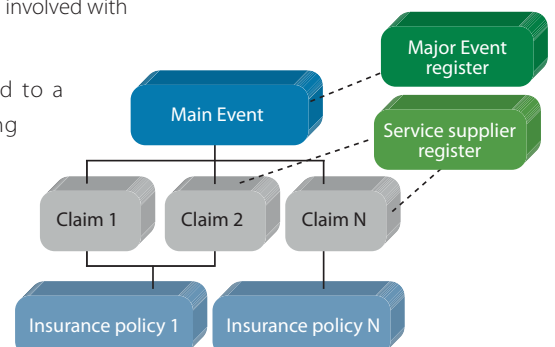
P&C Claims Manager is designed to handle all claim types for P&C insurance companies. There are four example claim types included in the product: vehicle claims, motor 3rd party liability claim (with vehicle, personal and property damages), personal accident and personal risk claims.

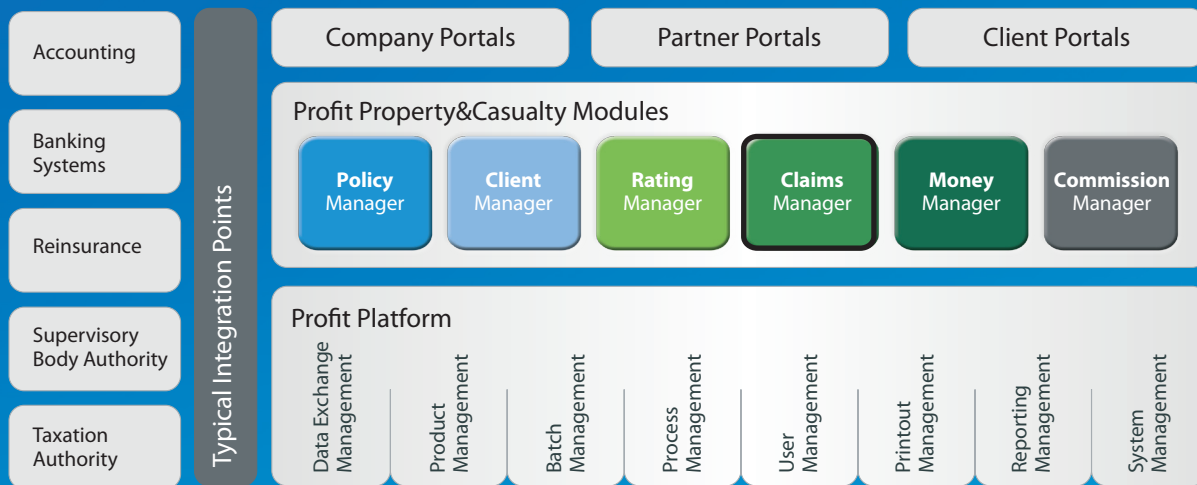
Vehicle claims	• Vehicle damages for voluntary vehicle insurance
Motor 3rd party liability (MTPL)	• Vehicle damages for MTPL insurance • Personal damages • Property damages
Personal accident (Compensations paid according to real costs)	• Accidental damages
Personal risk (Compensations paid according to predefined sum insured)	• Death • Permanent disability • Critical illness

Basic structure

The handling of a new claim begins with the registration of event data at the Main Event level. The Main Event may contain a single claim or many claims. The structure of the system enables several claimants or insurance policies to be involved with the same event.

A Main Event can be connected to a Major Event register for reporting and reinsurance purposes (in catastrophe claims), for example. Service supplier information can be stored in a Service supplier register and connected to a claim as required.





Highlights and Features

- Versatile search functionalities enable searching by Main Events and claims (or objects within them), and role holders
- Possible to create a new claim from an Internet notification made by a claimant
- Functionalities at the Main Event level allow easy management of role holders, objects and documents common to all claims associated with that event, as well as the linking of a Main Event to a Major Event
- The Major Event register allows management of associated Main Events and provides summary views for estimated losses, paid-out compensations and provisions
- The service supplier register manages service provider information and offers a search function for finding the right provider for a given assignment
- Object and location registers allow users to search for and maintain claim related information, as well as point out the need for additional acceptance (i.e. black list functionality)
- Administration of claims handlers is enabled through features for monitoring work loads, dividing claims between handlers, managing absences, substitutes and acceptance rights
- A change log and summary report records all user actions and their target items, and summarizes the status of all main items on a single screen
- Memos and expert opinions can be stored at the Main Event and claim levels
- Notices of loss can be divided among different handlers, with automatic confirmation sent to the policyholder
- Claim level functionalities include recording event information for each insured object; managing estimated losses for provision calculations; and making settlement decisions with multiple payees
- Documents can be easily managed, registered and compiled
- The creation of internal and external service orders includes workflow tasks for receivers and allows usage of the service supplier register
- Recourse handling functionalities are included
- Online or batch printing is supported
- Versatile reporting functionalities are included

Typical interfaces with external services

- Policy management (e.g. Profit Policy Manager)
- Money management (e.g. Profit Money Manager)
- Client management (e.g. Profit Client Manager)
- Workflow system (e.g. Profit Process Manager)
- Accounting system
- Reporting system
- Document management



Risk free implementation

Our experienced professional services team plans and executes the overall design, configuration, parameterization and integration of our products with your existing infrastructure. We ensure that processes are in place within the agreed time frame and that budgets are not exceeded. As our solutions are platform products, implementation times are far shorter than those generally encountered within the industry.

In order to keep implementation risks to a minimum and the project scope controllable, an implementation may start with, for example, only a single product line, and then be scaled up gradually to a more extensive product selection. Alternatively, a project may start with a single business process and then be scaled up to other business modules in the Profit Software suite.

Why leading insurers choose Profit Software

- 1. Proven business case** – our solution incorporates best practices, processes and methods from almost two decades of implementations
- 2. Available today** – our tried and tested software products have been implemented by approximately 40 clients in nine different countries
- 3. Rapid and low risk implementation** – facilitated by our productized offering and industry-leading delivery record
- 4. Easy to integrate and scale** – web-based platform and interfaces are quick to get up and running
- 5. Adaptable to changing business** – our highly parameterized offering lets you quickly create, refine and tailor products as needs change
- 6. Lower maintenance costs** – achieved by centralizing multiple product types on a single platform
- 7. Consistent future roadmap** – our single platform and modular product structure secure an insurance company's future development path
- 8. Localization support** – multiple ready-made country packages contain settings and parameters for languages, currencies, taxation rules, reporting, etc.
- 9. Automated processes** – reductions in manual handling and associated errors lead to improved customer satisfaction
- 10. Full transparency** – our software products include comprehensive change log records that support a full audit trail

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