

Majesco ClaimVantage Connect

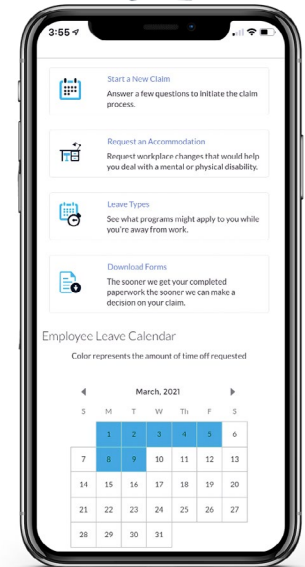
Modern digital portal enabling insurers and TPAs to provide customers with real-time access to claims, absence and accommodation information anytime, anywhere



Purpose Built with the Customer in Mind

We all have come to expect to be able to interact with the claims process the same way we interact with other companies in our lives, such as retail and banking institutions. This is especially true of Gen Z and Millennials, who are rapidly becoming the dominant employee demographic and buyer of group and voluntary benefits. As this generation replaces the older generation as the coveted insurance buying segment, insurers must rethink how they service this segment, given expectations for a seamless, digital experience.

While many insurers have embraced portals and recently prioritized self-service digital capabilities, most have not delivered a next-gen, holistic digital experience that customers, employees and distribution partners want and expect, putting them at risk of lower customer satisfaction, loyalty and retention, leaving them behind the competition.



Connect and Engage with Your Customers on a Comprehensive, Modern Digital Customer-centric Portal

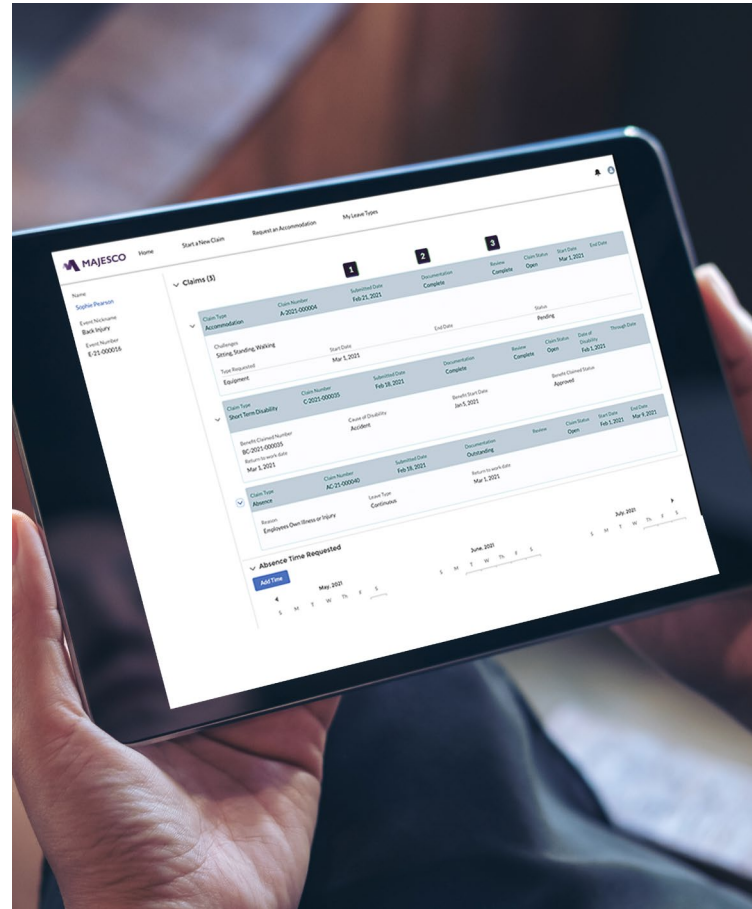
Provide your customers with a modern digital experience that customers expect, with a user-friendly design and intuitive interface crafted based on direct user feedback. Built with an outside in approach focused on the customer, Majesco ClaimVantage Connect has a modern UI constructed to deliver a superior digital experience for claimants and supervisors. Empower your customers to create, update and view real-time claim information, log a return to work (RTW) notification and easily upload documents required to support a request — anytime, anywhere.



Business Value Delivered. Today and Tomorrow.

A Modern Customer Experience for today's digitally savvy customers:

- Flexible & User-Friendly Portal: Powerful, customer-centric portal to create, update and view real-time information
- Personalized User Interface: Customize the UI to meet the needs of your customer and differentiate yourself in the market
- Customer Autonomy & Self-Service: Reduce pressure on your call center with intuitive self-service capabilities for customers
- Guided Navigation: Guide customers through intake using dynamic questioning to capture all necessary information to determine the benefits, absence or accommodation being requested
- Document Management: Easily download and upload supporting documents for quicker claims processing
- Supervisor Dashboard: For employer groups, supervisors can oversee information relating to their staff in one place for more effective team management



“Aite-Novarica Group’s research points to the vastly increased importance of digitization as a result of the pandemic, the expectations of new generational cohorts, and the need to support the continued evolution of absence management and accommodation as the regulatory and legal environment evolves. This solution enables Majesco to support their clients well in the evolution of claims, absence and accommodation management, while delivering on the broadly adopted Salesforce platform.”

– **Mitchell Wein**

*Head of Financial Services Executive Partner Service,
Aite-Novarica Group*



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