

Major Insurer Transforms Claims Processing with Corticon and Sitefinity

AT A GLANCE



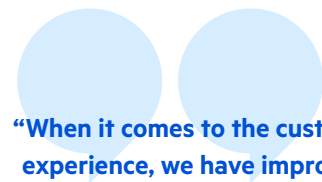
With a complex array of insurance products, each with its own set of rules to process claims, this major insurer needed an automated business rules solution to handle the complex logic required to build a new claims processing module, that in tandem with its Sitefinity frontend, delivers a superior customer experience.

PRODUCT
Progress® Sitefinity®
Progress® Corticon®

INDUSTRY
Insurance

Challenge

As this major insurer set out to build a new member portal, it needed to ensure a seamless customer experience as the process of filing a claim can be a daunting task. That requires a flexible, easy-to-maintain solution both at the front- and backend that can be readily updated to meet changing needs.



“When it comes to the customer experience, we have improved by leaps and bounds. We’ve had nothing but positive feedback.”

Director of eServices and User Experience

Solution



Deploy Progress Corticon to quickly generate complex business logic required.



Integrate Corticon with Progress Sitefinity to create a world-class user interface.



Ease-of-use of Corticon and Sitefinity enables business users to manage the system, reducing burden on IT.

Results



Initial claims processing module built and implemented in less than four months, setting the stage for rapid creation of other modules using those business rules as a foundation.



The customer experience has improved by “leaps and bounds” according to end user feedback.



Thousands of developer hours saved with business users, not IT, managing the system.



Automate complex digital decisioning with **Progress® Corticon®**.



Drive connected experiences with **Progress® Sitefinity® DX**.

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