



||| CLOUD MODERNIZATION CASE STUDY

Delivering on Claims

Sonata helps one of the world's largest claims managers improve customer processing, scalability and securely

Client Overview

Based in Atlanta, Georgia, the client is one of the world's largest independent providers of claims management to the risk management and insurance industry, with clients in more than 70 countries.

Claims Managed \$18 M	Presence in countries 70
Field Resources 70,000	Employees 10,000

The Pressure Points

The first notice of loss (FNOL) is the initial report made to an insurance provider following loss, theft, or damage of an insured asset and is normally the first step in the formal claims process lifecycle. The client was using a fragmented system to deal with FNOLs leading to delays in claims processing and poor customer experience.

The existing FNOL system also had poor scalability, did not integrate well with other key applications, and rollout of new features was time-consuming. There were also issues around compliance reporting and management regarding data security

Siloed systems	Poor scalability	Slow rollout of features	Poor integration with website
Data security compliance issues	Poor customer experience		

Solutions

Sonata used its unique Platformation™ approach to building the FNOL solution for the client, using Microsoft's Azure Cloud platform, along with Docker virtualization, Azure DevOps, Angular, Kendo UI and other technologies to create a robust platform to handle FNOL reports. The solution was compliant with stringent regulatory requirements and integrated with the client's back-office applications.

One Integrated platform for customers, employees, and stakeholders	Microservice architecture and azure containerized apps to handle the volume and scale	Cloud based solution for higher security and performance
Intuitive, responsive portal	Dynamic screens for claim forms and configurable workflows	

Results that Speak Volumes

Business Benefits

Easy and Intuitive customer onboarding experience	Fast, seamless processing	High scalability
Enhanced security		