

Press release

ADVOCARD decides in favor of the solution Heuristic Claims Management by adesso insurance solutions GmbH

Cologne, October 11th, 2017 – In the future, ADVOCARD will be relying on the Heuristic Claims Management solution to automatically process its new claims. This statistically based method developed by adesso insurance solutions can be used to automatically read and process lawyers' unstructured requests for coverage. From the end of 2018 on, a higher percentage of ADVOCARD Rechtsschutzversicherung AG's new written claims will be processed in this way.

ADVOCARD had already been using drebis, the communication platform for lawyers and insurers, to optimize claims processing processes in the past, thereby relying on a product by adesso insurance solutions. Now, from the end of 2018 on, all of ADVOCARD's unstructured written damage claims (letters, emails, and faxes) will run through the drebis interface, where the method developed by adesso insurance solutions Heuristic Claims Management (HCM), will be put to use. This method can be used to structure and then automatically process new claims.

With its HCM software, adesso insurance solutions has developed a method that creates a basis for automatic processing in downstream back-end systems by digitalizing and structuring paper-based business processes. It uses statistically based text analyses to automatically extract structured content from unstructured texts. The solution applies a combination of different processes and methods such as Support Vector Machines, Random Forest and different Bayes analyses that use self-learning algorithms during text analysis to ensure that recognition rates improve on their own accord.

The quality assurance required to increase recognition rates is provided by the technical experts at adesso insurance solutions GmbH.

“Due to the great work we have done with adesso insurance solutions so far, we will now be relying on Heuristic Claims Management in the field of claims management,” says Peter Stahl, spokesperson for the Board of Management of ADVOCARD. “This solution will enable us to completely automate the process of filing claims in the future, thereby making it more efficient.”

Advocard Rechtsschutzversicherung AG

ADVOCARD Rechtsschutzversicherung AG, with its headquarters in Hamburg, is one of Germany's largest legal protection insurers. In 2016, the company generated gross written premiums of roughly EUR 242.1 million. Almost 200 employees take care of the needs of around 1.4 million customers nationwide. ADVOCARD has been part of the Generali Group since 1990 and is a product partner of Deutsche Vermögensberatung AG (DVAG) and Generali distributors. With approximately EUR 16.2 billion in gross written premiums and more than 13.5 million customers, Generali is the second-largest primary insurance group in the German market. You will find more information about the company and its products online.

adesso insurance solutions GmbH

AG adesso insurance solutions GmbH houses the adesso Group's own product portfolio for the insurance market and develops software and services for handling technical business processes on behalf of customers. The company offers compatible standard software products for inventory and claims management, to include all insurance segments, on the in|sure platform and is responsible for their integration into customers' application landscapes. Apart from the core applications for private health, composite and life insurers, the portfolio offers a partner management application (in|sure Partner), a product modeling application (in|sure Product Manager) and a system for software-supported migration (in|sure MIGSuite).

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