DIGITAL IT SERVICES CASE STUDY

Delivering an intuitive and UI-friendly claim management software

A Quess GTS developed claim management software reduces claims cycle times and enhances user experience.

The Client

Our client is the Indian wing of one of the largest tractor manufacturers globally, offering a wide range of tractors, combine harvesters, implements, and other agricultural machinery. They also manufacture construction, forestry equipment, and apparatus used in lawn, grounds, and turf care.

Critical Business Challenge

Our client has been managing complex and crucial claim management processes for many years. Their manual system in claims processing, and management of records for vendors and retailers, slowed down operations significantly. Given the growth in digitalization, and the need to stand out in a competitive market, the client decided to automate its claim management process. They required an application to perform end-to-end jobs and connect every user of the process.

Solution

To address these manual and time-intensive management challenges, we decided to develop an application that would resolve the client's productivity issues. This solution would simplify and automate the process, helping in the internal review and approvals. This enabled users to review and take action on the claim submissions.

The Outcome

Quess GTS streamlined the claim management process of our client by developing a robust, scalable, and high-performing application. Enlisted are the benefits delivered:

- Complete control of the business process flow.
- User-friendly UI
- Transparency of all claim statuses to all the users based on Geography Location Mapping
- Ability to log claims by the user directly resulting in reduced time spent on claim submission.
- PWA (progressive web application) quickened the claim submission and approval process as the users can take action on their mobile phones.
- Easy access to uploaded and downloaded files with an auto-clearing history every 7 days.
- Reports providing more insights to the user based on their area offices or state performance.
- Customized Dashboard view: Different view for dealers, administration, and vendor.
- Customer feedback for our services -complaints and compliments.

Stat 1	Stat 2	Stat 3
90% more efficient claims process	16X times reduced time in getting claims	3 times less paperwork burden

Stat 4	Stat 5	Stat 6
Auto invoice process	Seamless user experience	Centralized data: Access documents of claims, vendors, and insureds at a single location.