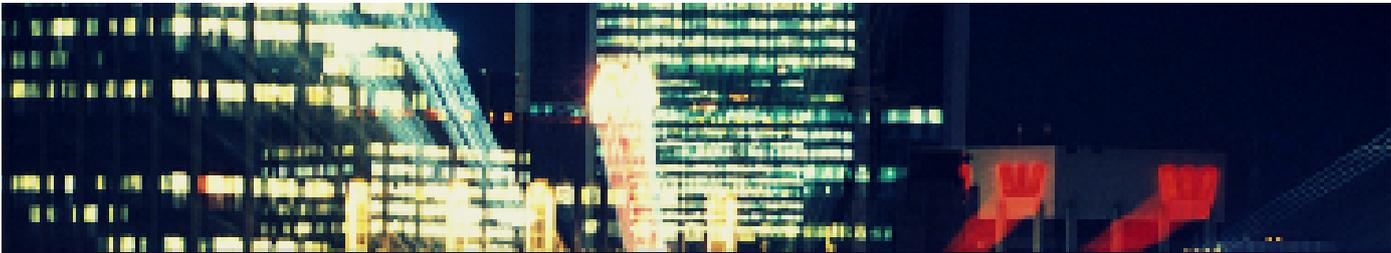


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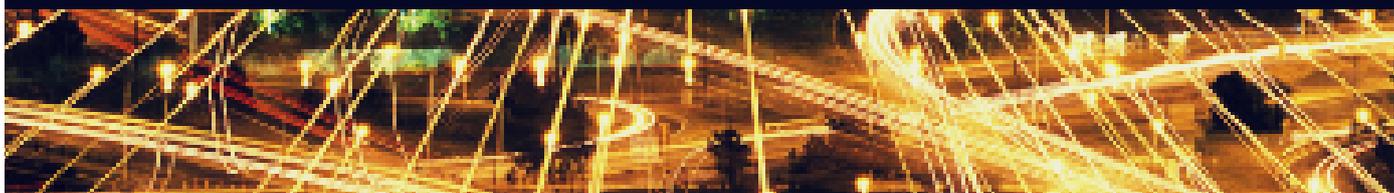
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CLAIMSTECH FORUM

NEWS, VIEWS AND
COMMENTARY



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Welcome to this first edition of the ClaimsTech Forum newsletter. The Forum objective is to bring you fresh insight, information and commentary on those ClaimsTech developments which may benefit you and your business, and help to keep you abreast of the latest thoughts and opportunities.

Should you also need any further information on the claims development consultancy and project management services that we provide to insurers, suppliers, and ClaimsTech businesses then please contact me here; info@claimstechforum.com

IN BRIEF

- Customers not committed to digital [FNOL?](#)
- Modernising claims and supplier [payments](#)
- Next generation chatbot [development](#)
- Toyota gets serious about accidents & [claims](#)
- Insurtech expert joins [Startupbootcamp](#)
- Aviva acquires home insurtech [firm](#)

FEATURED ARTICLES



THE REALITY OF AI IN CLAIMS PROCESSING

YOU SHOULD BELIEVE THE HYPE' ARGUES GENPACT IN THEIR RECENT [BLOG](#)

HOW CONNECTED WORLD CHANGES CLAIMS

WHAT DO CUSTOMERS THINK ABOUT [AUTOMATION?](#)

ALL CHANGE IN CLAIMS BENCHMARKING

WILLIS TOWERS WATSON BIDS TO REVOLUTIONISE CLAIMS PERFORMANCE [STATS](#)

NEW AUDATEX CLAIMS JOURNEY

AUDAENOL FROM AUDATEX ACCELERATES END TO END [JOURNEY](#)

CHANGING THE WAY WE SETTLE CLAIMS

REVOLUTIONIZING INSURANCE CLAIMS WITH ACCENTURE AND [VECTOR 4D](#)



HOW AI DRIVES PROCESS CHANGES

MUCH IS MADE OF AI POTENTIAL. WHAT CAN WE [EXPECT?](#)



INTERVIEW WITH ROBIN CHALLAND

The former head of IT at Ageas, Robin Challand recently took up the mantle of delivering the new generation of the Ageas way in the claims department. How does he see the future landscape of the ClaimsTech world and the way in which Ageas and their fellow insurers need to adapt? Read the full [article](#).

SEE THE SPEAKER PRESENTATIONS FROM CONNECTED CLAIMS – EUROPE

A fascinating insight into how insurers such as Aviva, Generali, Munich Re and others are working together with ClaimsTech businesses to deliver real results. This event was one that you should not have missed. However, if you did miss it then you can still access the presentations by following the link below and paying an immensely modest sum to see the thoughts of some really clever people.

Visit their [website](#)

INTERESTING COMPANIES

Albany Group have developed a rapidly deployable suite of software products that enhance compliance, enable better decision making and mitigate risk in the management of all third-party suppliers to the claims sector. Our technology solution, Conect is an 'industry first', heralding a new era of transparency and co-operation to benefit customers, insurers and suppliers alike.

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omni:us is an AI company enabling the insurance industry to meet customer expectations. Our technical expertise is based on computer vision and NLP technologies. Based in Berlin with a team of 40 AI and industry experts from four continents, omni:us enables insurers to transition to a data-driven model. Visit their [website](#)



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