



Fact Sheet

HP Claims Correspondence 2.0

HP Claims Correspondence 2.0 unites digital forms and document content with people and processes. This solution is based on [HP Exstream](#) that includes HP Autonomy Process Automation web-based forms and [Autonomy WorkSite](#) capabilities. Together, this offering integrates existing claims management ecosystems and automates many claims processes. These processes include inbound and outbound claims-related correspondence and the creation, workflow and delivery of claims documents that save time, reduce labor costs and increase customer satisfaction for insurers.

With HP Claims Correspondence 2.0, enterprise organizations can reduce high claims labor costs and enhance the claims customer experience. Claims labor costs are one of the largest expenses an insurer faces, and when poorly managed, they can have a big impact across a number of insurance business metrics including customer experience.

This solution benefits the customer by receiving real-time claim status notifications, speeding settlement times and optimizing the customer experience. With a strong distinction from HP's competitors, HP Claims Correspondence 2.0 allows for:

- Integration, automation, and repurposing of content from various data sources.
- Workflow automation to reduce errors and automate review cycles.
- Job scheduling, case management, tracking and assured delivery for compliance and audit controls.
- Comprehensive claims integration for processing both inbound and outbound correspondence through preferred delivery channels including website, email, mobile and social.
- Content analytics and data mining consistency across customer communications management, enterprise content management, configuration management, business process management, customer relationship management, claims and billing applications.

HP Exstream is a customer communication management (CCM) solution proven to improve the customer experience and make customer interactions more profitable. Designed for enterprises that thrive on strong customer relationships, HP Exstream empowers business users to make the most of every customer touch point by creating insightful, impactful, real-time customer communications proven to fuel business growth.

Pricing and availability

Claims Correspondence 2.0 is currently available worldwide with pricing information available from local representatives.

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