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DXC Assure Claims

Expanding your risk management software and claims management capabilities.

The Client Program Module





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Introduction to Client Program

DXC Assure Claims introduces a new module for creating and maintaining contracts, called Client Program. This module will enshrine all validations, business rules and important data pertaining to different syndicates, brokers, and cover holders.

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Up until now, insurance companies and TPAs subscribing to DXC Assure Claims lacked the ability to track agreements/contracts with their individual clients for whom they manage claims. A system to manage all these was required as each client has a minimum of one contract with an effective and expiration dates that define many different levels and types of claims, detailed information pertaining to the client, their authority and reporting details. As such, the Assure Claims system did not support multi syndicates with different business rules, to facilitate a TPA with a single data source per contract.

DXC Assure Claims addresses this long-standing need of insurers by introducing a new module for creating and maintaining contracts, called Client Program. This module will enshrine all validations, business rules and important data pertaining to different syndicates, brokers, and cover holders.

This release version of Assure Claims has added new settings and a new screen consisting of a basic framework for the Client Program feature. The visibility of these will be subject to the SMS settings for each user.

Utilities Setting

A new checkbox labelled "Use Client Program" has been added in the Configuration Manager [Fig. 1] on the following path:

General System Parameters Setup \rightarrow General System Parameters \rightarrow Claims Module (tab) \rightarrow Client Program (from the list of modules) \rightarrow Use Client Program (checkbox).

DXC Assure Claims (Configuration Manager) screen

		DXC.technology	🐻 іы202 іы202 😫 🕜 🚽
Work in Progress	General System Parameters		C ×
General System Parameters	General System Parameters		
	🗎 System 🗳 Employee	🖹 Diaries / Text Fields 🖀 Claims Module 💿 Third Party Module	
	Claim Deletion	Use Client Program:	
	Claims Desktop		
	Client Program		
		[Fig. 1]	

Client Program screen – Maintenance Zone

Once this Utilities setting is enabled, the Client Program option becomes available under the Maintenance menu. [Fig.2]

DXC Assure Claims screen

ient Program (New)			<u>১</u> ×			
Client Program						
Basic Info			~			
Program Name		Status				
			•••			
Effective Date		Expiry Date				
MM/dd/yyyy		MM/dd/yyyy				
Program Number*	Type Of Program	Revenue Type				
[Fig. 2]						

As part of phase 1 of implementation of this feature, the Client Program screen consists of two accordions – Basic Info and Supplementals.

Screen components include the following fields and buttons:

- Program Name (mandatory field)
- Status (field)
- Effective Date (date widget)
- Expiry Date (date widget)

- Program Number (mandatory field)
- > Type of Program
- Revenue Type



Accessing & Using the C ent Program module

This section contains details about accessing and using the Client Program module.

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SUBMIT

The Client Program module is accessible via the Claims and Events screens as well. A new field labelled "Client Program" has been added on the Claim Info and the Event Info accordions. [Fig. 4]

E	vent (000884 * 12/06/2020) / General Claim (000825)						🔦 🕲 🗙		
<	General Claim (000825 kittu	1			■ ★	>	\$		
[E Claim Progress	,		
	Catastrophe Description	Document Retention Date MM//dd/yyyyy				Open Reserve Transaction	Closed +		
	Exclude from Deletion	Minor Involved	Claim Supervisor	High Priority Claim		No record available.			
						🖻 Claimant 1	+		
2	Channel	Jurisdiction County				■ kittu	_		
						Rersons Involved 0	+		
						😃 Defendant 0	+		
	Client Program					No record available.			
	<u>م</u> ه					🕺 Litigation 0	+		
						No record available.			
	IFig. 41								

DXC Assure Claims screen

[Fig. 4]

Adding a Client Program to an Event/Claim and Navigating to the Client Program screen



To add a new Client Program to the Claim/Event, select the Search Button to open the Entity Search window from where and appropriate option may be selected. [Fig. 5]

DXC Assure Claims screen

Ever	ent (000884 * 12/06/2020) / General Claim (000825)												
<	Client Program Search X												
	Program Name ~	Program Number .::	Status ~	Type of Program $~~$	Revenue Type 🛛 👻	Effective Date ~	Expiry Date ~	Coverholder Nam.::	Broker Name ~	Syndicate/Insurer.::	UMR Number ~	≡	(//)
													Closed
	PPJP - Philadelphi	4324324	AC - Active	CA - Casualty	FF - Flat Fee	07/26/2020	11/19/2020	nidhiaroratest	BrokerNidhi	amarik	12345	-	
	PGame	0980980	AC - Active	DO - Domestic		07/29/2020	08/20/2020			test	UMR1		-
	LLoyds Contract P	CP343		CA - Casualty	FF - Flat Fee	08/31/2020	12/31/2020	Llyod's Coverholder	Llyod's Broker	dsasadsadsda	3213213132132		
	LLoyds Contract P	CP343		CA - Casualty	FF - Flat Fee	08/31/2020	12/31/2020	Llyod's Coverholder	Llyod's Broker	dsasadsadsda	324243243324		
						[Fig.	5]						

Selecting the "Open" button will navigate to the selected Client Program screen. [Fig. 6]

0	Client Program (CP343)								5 ×
·	🕻 Client Program							>	\$
	◙▯▯▯▤◙▮▤							Syndicate/Insurer 3	+
	Basic Info						~		
	Program Name*	Status		Effective Date		Expiry Date			
	LLoyds Contract Program	AC Active		 08/31/2020		12/31/2020			
	Program Number*		Type Of Program		Revenue Type				
	CP343		CA Casualty		 FF Flat Fee				
	Coverholder						>		
	Broker						>		
	Supplementals						>		

DXC Assure Claims screen



Ability to associate Syndicates / Brokers / Cover Holders to Client Program

The ability to associate Syndicates/Brokers/Cover Holders has been provided via the "Add" ± button present on righthand pane of the Client Program screen. [Fig. 6]

Selecting the "Add" button opens the Syndicate/Insurer screen. [Fig. 7] The Syndicate/Insurer screen comprises of 2 accordions – Syndicate/Insurer Information and Supplementals.

Note	
>	One Client Program can have multiple Syndicates/Insurers added to it.

DVC Assure Claims screen

		AC Assule Clair				
Client Program (CP343) / Sy	ndicate/Insurer (Llyod's Syndicate)					 S
Syndicate/Insurer					>	\$
8 1 0 1	•••					••• +
Syndicate/Insurer Infon	nation			~		
Syndicate Number	Name *	Address 1	Address 2			
SN6666515	Llyod's Syndicate Q 🕑	131, Second Floor	Woodstock Floors			
Address 3	Address 4	City	State			
		Santa Ana	CA California			
County	Country	Zip/Postal Code	Title			
Orange County	USA United States	72701				
Office Phone	Alt. Phone	Fax	Email Type			
13 4 2233 1231			GM Gmail			
Email						
lloyds@gmail.com						
Supplementals				>		



All basic fields needed to capture Entity Information are available on the Syndicate/Insurer Information screen and the Syndicate Name is the only mandatory field on this screen. A Supplementals accordion is also available to capture supplemental information for the Syndicate/Insurer.

The screen has the standard toolbar buttons including:

- Save
- Delete
- Attach Document

- Record Summary
- > Lookup

Fields included in the Syndicate/Insurer screen are:

- Syndicate Number
- Name
- Address 1
- Address 2
- Address 3
- Address 4
- ➤ City
- > State
- County

- > Country
- Zip/Postal Code
- > Title
- Office Phone
- > Alt. Phone
- > Fax
- > Email Type
- > Email

Ability to Create UMRs to Syndicates

The ability to create a UMR or Unique Market Reference Number is available on the right-hand pane of the Syndicate/Insurer screen. A UMR is a unique contract reference number for Syndicates assigned to the binding authority by the Lloyd's market. The UMR includes a reference to the London broker. The UMR should always be stated if known.

To add a new UMR, select the "Add" 🛃 button on the right-hand pane of the Syndicate/Insurer screen [Fig. 7] to open the UMR screen [Fig. 8]

	DXC Assure Claims screen								
(Client Program (CP343) / Syndicate/Insurer (Llyod's Syndicate) / UMR (New)								🔨 🔊 🗙
	UMR								
	UMR Information								~
	UMR Number*	Effective Date			Expiration Date		Year Of Account		
		MM/dd/yyyy	=		MM/dd/yyyy				
	Line of Business		Risk Codes			Authority Limit			
						USD \$0.00			
	Supplementals								>



Fields available on the URM screen are:

- > UMR Number
- Line of Business
- Effective Date
- Expiration Date

- Year of Account (the year in which the UMR is tied to the program)
- Risk Code (risks covered under the UMR)
- Authority Limit (threshold limit for the contract)

Besides these, standard toolbar buttons on the screen include:

- ➤ Save
- > Delete
- Attach Document

- Record Summary
- > Lookup

Note

- > UMR Number is a mandatory field
- > There can be multiple UMRs added to a Syndicate/Insurer



Multiple Enhancements to the Client Program Module

ATM

This section captures details around the introduction of Diaries and Record Summary feature, ability to add or associate a Broker Firm and a Bank Account at the UMR level, along with details of the introduction of Client Program controls on Claim/Event/Policy Mail Merge screens.

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ATM

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ATM

Introduction of Diaries and Record Summary feature in the Client Program module

The **Diary** and **Record Summary** buttons have been added on the Client Program screen. All functionalities around **Diaries** such as Create, Delete, Complete, Roll, Route etc. can be easily performed via the Diary toolbar button.

Similarly, selecting the **Record Summary** button displays Nodes/Data specific to the Client Program being worked upon. [Fig. 9]

Record Summary						
Diary		DXC Assure	Claims screen			
Client Program (34567)						5 ×
< Client Program					>	×
	1				* *	••• +
Basic Info				~	Syndicate/Insurer 1	
Program Name*	Status	Effective Date	Expiry I	Date	DXCSyndicate	
Australia Program	AC Active	01/01/2020	01/01/2	2021		
Program Number*	Type Of F	rogram	Revenue Type			
34567	DO Dom	estic	••• FF Flat Fee	•••		
Coverholder				>		
Broker				>		
Supplementals				>		
		[Fi	g. 9]			

Note

- Diaries created on a Client Program by the user will be reflected in the Diary List screen in the Claims zone for that user.
- > Client Program Diaries reflect the Client Program Number they're linked to.
- > The Client Program Number reflecting on the Diary Details screen is hyperlinked and selecting it will navigate to the Client Program record.
- Similarly, it is also possible to navigate to the Client Program record by selecting the Client Program number displayed on the Diary Calendar screen.

Introduction of an ability to add a Broker Firm on a UMR

The ability to add a Broker Firm on a UMR gets introduced in this release version of Assure Claims. To this end, a new lookup field – Broker has been added on the UMR screen. [Fig. 10]

Re	ecord Summary			
	DX	C Assure Claims scre	en	
Client Program (12345) / Syndicate/Insurer (LI	ETISHA FA'ASOA) / UMR (123411)			 S ×
< UMR				> ×
				â ··· +
UMR Information			*	Banking Information 0
UMR Number 123411 Year Of Account 2020	Broker Cragin & Pike, Inc. Q C Line of Business	Effective Date 03/22/2020	Expiration Date 03/26/2021 Authority Limit USD \$500.00	
Supplementals		 [Fig. 10]	>	
Broker Cragin & Pike, Inc.	No	 Selecting the Op (Entity) screen. Selecting the Re 	en button navigates cord Summary toolb	to the Broker ar button opens the
Open		Record Summar view of the UMR [Fig. 11]	y window displaying including the Broke	a comprehensive r Firm (Entity) data.

DXC Assure Claims screen

Client Program	Client Program (12345) / Syndicate/Insurer (LETISHA FA'ASOA) / UMR (123411)						
	ord Summary	/ /					
UMR N Effectiv Year O Risk C	Number ive Date Of Account Codes Ipplementals	123411 03/22/2020 2020 None Selected	Broker Expiration Date Line of Business Authority Limit	Cragin & Pike, Inc. 03/26/2021 DI Non-Occupational Claims \$500.00			



Introduction of an ability to associate a Bank Account at the UMR level

Selecting the Save button on the UMR screen [Fig. 10] makes the Banking Information node available on the right-hand side menu. Selecting the "Add" (+) icon opens the Banking Information screen. [Fig. 12]

	DXC Assure	Claims screen			
Client Program (12345) / Syndicate/Insurer (LETISHA FA'AS	SOA) / UMR (123411) / Banking Information (New)				
Banking Information					
Bank Account Information					~
Account Name *	Bank Code	Bank Name		Account #	
EFTBank Q C		EFTBank	Q	123456	
Account Type	Transit/Routing Number		Catastrophe Ty	ype	
CA Checking Account	123456789				
Supplementals					>



Note

- On the Bank Account Information accordion, selecting the Account Name populates data in the read only fields – Bank Code, Bank Name, Account #, Account Type and Transit/Routing Number.
- Selecting the Save button on the Banking Information screen followed by navigating back to the UMR screen shows that a Bank Account has been added.
- More Bank Accounts can be linked to the UMR by selecting the "Add" button and following steps as mentioned above.

DXC Assure Claims screen

Client Program (12345) / Syndicate/Insurer (L	ETISHA FA'ASOA) / UMR (123411)				[💊 🔊 🗙
< UMR					>	×
					â	+
UMR Information				*	Banking Information 1	
UMR Number*	Broker	Effective Date	Expiration Date			
123411	Cragin & Pike, Inc. Q	03/22/2020	03/26/2021			
Year Of Account 2020	Line of Business X DI Non-Occupational Claims	Risk Codes	Authority Limit			
Supplementals				>		

[Fig. 13]

Introduction of Client Program controls on Claim/Event/Policy Mail Merge screens

The Client Program related controls – Client Program Info and Client Program Supplementals have been added to the dropdown Select a Category [Fig. 14] on the Edit Merge Litter screen of the Word Merge Setup. Going forward, details such as the Client Program Info and Client Program Supplementals will be displayed on the Word Merge Letter for a Claim, Event and Policy.

	DXC Assure	Claims screen	
Word Merge Setup		3	
Edit Merge Letter: Claim Acknowledgement		Data Fields Used (2	/4)
Select a Category Claim Supplemental Claimant Claimant Attorney Claimant Attorney Claimant Attorney Claimant Supplemental Client Clien	→ Search	Merged Fields Earch Claim Date (Claim Info) Claim Number (Claim Info) Date Able to RTW1a ()	
	[Fig	g. 14]	

Note

- Client Program details will be displayed on Mail Merge Letters only when the Client Program module is enabled.
- There is no change in the way a Mail Merge Letter is configured and created.



Enhancements around Policy handling and Validation Rules

This section captures details of the enhancements around Policy Handling and Validation Rules.

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Ability to refer Insurer(s) associated with a Client Program in Policy

Previously, the Insurer Entity lookup table available on the Policy screen lacked the ability to list the Syndicates/Insurers associated to a Client Program. Now, three new controls namely, Lookup, Entity Search and Open Entity, have been added in the Insurer field of the Policy Tracking screen of the Maintenance zone. Hovering the mouse over the Insurer lookup icon displays the 3 new options. [Fig. 15]

Policy Insurer [nidhi Arora]			
Insurer Information			*
Insurer •	Contact 677979797	Address 1 1310,OakCrest Dr	Address 2
Address 3 Q C	Address 4	City	State
Zip	Country	Responsible Percentage	Occurence Limit
		0	USD \$0.00
	[Fig	(. 15]	

DXC Assure Claims screen

Select the Lookup option to pop open the Insurer lookup table that lists out the Insures of the selected Client Program. [Fig. 16]

						>		
	Insurer					×	n surer O	
							d available.	
Insurer Information	Name 💌	Syndicate Number	Address1	Address2	Address3	Address4 ≡		
Insurer •								
nidhi Arora	test	5443435	Address1_PRWL	Address2_EPPXa	Address3_JRFK	Address4_NE ^		
	nidhi Arora	9746633	1310,OakCrest Dr					
Address 3	ksk	78786787	ssadds	dasadsads	dssad	dsadssad		
	AbdTestdsadds	6564464646	Address1					
Zip						~		
	< Total Items: 4					>		
Comments								
	R							

DXC Assure Claims screen



Not just this, the **Entity Search** option enables the user to view all the existing Entity Insurer irrespective of the Client Program. Additionally, the Entity can be opened/edited with the help of **Open Entity** icon. Select the same to get redirected to the corresponding Entity screen of the Insurer.

Note

- In case, Multiple Insurers for Policy option in the Utilities zone is disabled, then, the newly added controls can be used on the Insurer Information accordion of the Policy Tracking screen.
- If the option is enabled, then, all the three controls will appear in read-only mode of the Insurer Information accordion of the Policy Tracking screen.

Ability to map the Insurer with UMR on Policy

The mapping of **UMRs** (Unique Market Reference) and **Policy Percentages** is now possible based on the selected Client Program and Syndicate/Insurer. The UMR information on the Policy screen will aid in identifying the right Bank Account of the Syndicate/Insurers (associated with UMR's) while processing payments on Claims. The inclusion of the UMR also helps to decide the percentage share of each Insurer while processing the payment.

The Insurer information accordion of Policy Tracking and Policy Insurer screen now displays a new UMR Number field. [Fig. 17] However, the newly introduced field will be displayed only if the **Client Program** setting in the **Utilities** zone is enabled. Furthermore, it will be displayed in the editable mode only if the selected Insurer is linked to the Client program. In case the selected Insurer is not linked to the Client Program, then, the UMR number field will appear in read-only mode.

olicy Tracking [testpolicy678]			
+ 8 🗊 🛛 🗖 🖽 🖓	▣▣◍▤⊻…		
Policy Information			:
Insurer Information			~
Insurer *	Contact	Address 1	Address 2
SYNDERGAARD 📰		1811 W CHATEAU DR	addr2
Address 3	Address 4	City	State
		MERIDIAN	ID Idaho
Zip	Country	Office Phone	Alt. Phone
83646	USA United States	208-706-1462	406-370-9346
Fax	Email Address	Insured	
		X abx123	
UMR Number			
UMR1			

DXC Assure Claims screen

[Fig. 17]

Similarly, moving forward UMR Number will be displayed in **Record Summary** screen and **Policy Insurer** grid of the **Policy Insurer** window as well.

Additionally, select the UMR lookup button to open the window displaying UMRs associated with the Insurer. The data is filtered based on the Policy Expiration Date. That is, if the Policy Expiration Date of a Policy lies between the Effective and Expiration Date of a UMR, then, the UMR will filtered and displayed in the lookup table. [Fig. 18]

DXC Assure Claims screen

	UMR Number					×	
Policy Information							>
Insurer Information	UMR Number 👻	Effective Date	Expiration Date	Year Of Account	Authority Limit	=	~
Insurer *							
SYNDERGAARD	UMR1	01/01/2020	12/31/2021	2020	0	^	
Address 3	abc123				0		
	<					`	
7:-	Total Items: 2						
65040							
Fax	ciliali Auui	655	msureu				
			[Fig 18]				

[Fig. 18]

On the similar line, on the **Query Designer** screen of the **Utilities** zone, search views can be created with 3 new categories namely, **Client Program Info, Client Program Supplemental** and **UMR.** [Fig. 19]

		DAC Assure Claims Screen		
Utilities / Query Designer	🜖 Search Query Wizard - Mozilla Firefox	- 0	×	<u>ک</u> ا
Query Designer - Search Vie	🛈 🔒 https://riskmaster-demo.cm-csc.con	n/RiskmasterUI/UI/Utilities/SearchWizard 🔢 🗰 🛛 🏠] ≞	^
+	Search Query Wizard - Step 2 of 4 (Query	Field Selection)		
Claim Search	This step allows you t	o select the data fields you wish to be able to query with the appear on the search in the order that you select. You may	use	
11	Client Program Info	buttons to rearrange the ordering. You can also mark the f e button next to arrow button. Same button can be used to	helds	
12	Client Program Supplemental	quired.		
abcd	Coverages			
cd	Insured Policy Info	h is of the flag (For Ex. Void Flag 2) then coloring this entit	ara will	
Checkbox	Policy Insurer	ault on the search screen.		
claim	Policy MCO			
Claim quotation search	Policy Reinsurer		*	
claim_life	Select a Category	Fields in Search:	^	
Claim_Subrogation			~	
Claimdef 2				
Claimlit 1				
CpClaim		<<		
DXC_Claim_Search			~	
ee				
High Priority Claim				
JKG_Query_Reg		< > X	•	
khoj			-	

DXC Assure Claims screen

[Fig. 19]

Introduction of new Validation Rules

Three new default validation rules have been added to the Client Program module in this release. The default system validations not only make it easier to meet business requirements of the users, but also help in identifying discrepancies on the Client Program, Claims and Policy screens.

if the **Claim** is associated to any **Policy** and **Client Program**, then, the Client Program on the Policy should match with that of the Claim. In case, the Client Program attached to the Policy and Claim are different, then, an error message will be displayed. **[Fig. 20]**

		DXC Assure Clai	ms screen		
General Claim [GCAPV210/BELCA	MP2017003250 * 1 * Jerry Spiegel Associates,	et al]		* >	\$
The Client Program corr	responding to the Policy does not validate th	ne program for the Claims.			×
Service Code	Payments Frozen	Jurisdiction		Open Reserve Transact	tion Closed
LSS Claim	Currency Type USD United Statesjen-US	Catastrophe Type	Catastrophe Number	B Claimant O	
		[Eig. 20	1		

[Fig. 20]

The latest release prevents **duplication** in the **Policy Insurer record**. Moving forward, an error message will be displayed when a new Insurer is added to a Policy if the combination of Insurer and UMR number is repetitive. [Fig. 21]

DXC Assure Claims screen

Cannot insert du	uplicate Syndicate/Insu	rer with same UMR Number			×
Insurer *		Contact	Address 1	Address 2 ad2	
Address 3		Address 4	City	State	
ad3		ad4	city1		

In case, the new Insurer is repetitive, but the associated UMR number is different, then, the data will be saved, and no error message will be displayed.

Additionally, if a **Policy** has a **Client Program** as well as **Insurers** that are linked to the Client Program, then, a confirmation popup will be displayed whenever an attempt to change the Client Program is made. **[Fig. 22]**

DXC Assure Claims screen







About Us and Contact Info

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact.

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DXC Assure Claims

DXC Assure Claims is an integrated Claims Administration Platform that consolidates multiple functions into one cohesive solution to provide accurate and up-to-date business functions using the latest technology.

This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service, besides providing your management team with a means to track key metrics to control costs and improve performance.

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Contact Us



The Assure Claims Support Center provides manned telephone support services at these times –

8:00 AM – 8:30 PM, EST, Monday through Friday.

Additional and after-hours coverage may be available upon request.



) 1-877-275-3676

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