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DXC Assure Claims

Deploy a cloud-enabled and comprehensive risk management, claims management, RMIS and legal solution for self-insured and corporate claims organizations.

Release Notes



Release: **v.23.3** | September 2023



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All questions regarding this documentation should be routed through customer assistance, Blythewood, SC

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Email: risksupp@dxc.com

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NEW YORK STOCK EXCHANGE

What's new at DXC Technology?

This section captures in brief, the latest news, and events at DXC Technology that have a direct bearing on our customers and employees.

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DXC Technology partners with Scuderia Ferrari

DXC brings together customized, end-to-end technology to provide engineering solutions that power the automotive industry.

DXC is working with Ferrari on unified and scalable digital automotive solutions modernizing the vehicle information capabilities. This will enable a long-term software strategy that can be deployed in Ferrari sports cars produced from 2024 onwards.



[READ MORE](#)





DXC Technology recognized as a leader in Outsourced Digital Workplace Services

DXC Technology has been recognized as a Leader in the 2023 Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services (ODWS).

According to Gartner, "The main goal of ODWS is to provide integrated and ubiquitous digital workplace (DW) services to employees to increase their engagement, productivity and digital dexterity in support of the organization's digital business strategy."



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Newsroom and Customer Success Stories



Newsroom

The DXC Technology Newsroom is your resource for the latest news, press releases and corporate information. Find out why DXC Technology made news today!

[READ MORE](#)



Customer Success Stories

Customer stories help us enhance our credibility in the market and increase our chance to win more business. Hear our customers share their business transformation and innovation stories in their own voices and words.

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Awards and Recognition



Our achievements demonstrate how we deliver excellence for our customers and colleagues.

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Recognition from our partners



DXC awarded Excellence in Global Execution Award



DXC awarded Global GSI Partner of the Year by Veritas

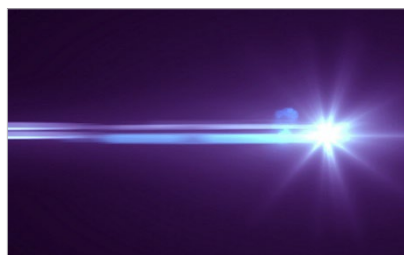


DXC recognized as HPE Global Edge Partner of the Year

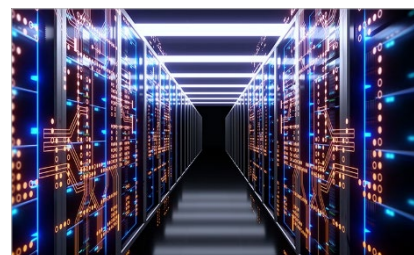
Recognition from industry analysts and key influencers



DXC included on the Forbes and Statista America's Best Management Consulting Firms 2023 award list



DXC recognized by Gartner® as a Leader in the 2023 Magic Quadrant™ for Outsourced Digital Workplace Services



ISG awards DXC three market leader positions in 2023 Mainframe Services and Solutions Quadrant Report



General Overview

This section contains guidelines and important preliminary advisory pertaining to DXC Assure Claims v. 23.3.



Document Purpose



This Release Notes document for DXC Assure Claims release version 23.3 contains descriptions of all New Features, New Features for the ANZ region, Enhancements and Improvements, and Customer Resolutions.

Customers desirous of upgrading their version of DXC Assure Claims must go through the Release Notes of their present version up to the version that they wish to upgrade to.

[VISIT CLAIMS MICROSITE](#)



General Advisory



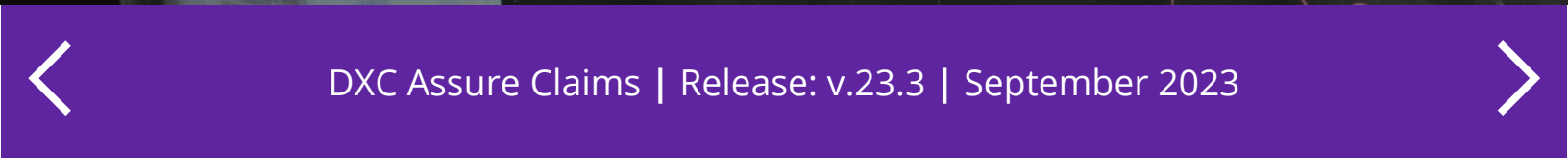
VISIT CLAIMS MICROSITE

Please go through of the following documents/sections on the Claims Microsite for information and advisory prior to installing/upgrading to DXC Assure Claims v. 23.3:

- **Technical Specifications** (for Server hardware, software requirements and browser settings).
- **New Installation Instructions/Upgrade Installation Instructions** (for knowhow on installing/upgrading to DXC Assure Claims v. 23.3).
- Refer to the **DA/Legacy Instructions** section for details on installing/upgrading to **Data Analytics Templates**. It is highly recommended to upgrade to the latest DA/Legacy products to ensure better experience and optimum utility.

Executive Summary

Standing true to our Customer Centric positioning at DXC Technology, we dedicate a lot our time, energy, and resources towards identifying our customers' needs, while defining and developing tech solutions and initiatives to meet business requirements.



Standing true to our **Customer Centric** positioning at DXC Technology, we dedicate a lot our time, energy, and resources towards identifying our customers' needs, while defining and developing tech solutions and initiatives to meet business requirements. This positioning couldn't be more evident than in this latest release version of **DXC Assure Claims** where we not only introduce useful new features and enhance and upgrade older ones for our customers in the **Americas**, but also introduce solutions for our new customers in the **ANZ** region.

As part of the **UX design revamp** endeavors, **DXC Assure Claims** release version **23.3** features a **brand-new** and modern-looking Landing Page for **Data Source Name, Views, and Zone Selection Interface**. The workings of this new screen are captured in a short but well-explained video demonstration linked to this document. The **Configuration Manager** zone now has **Global Setting Search** capabilities option to **quickly look up setting specific keywords** across all configuration screens.

To deliver localized features for customers in the **ANZ** region, we've implemented **Disability Payments** on the base **Life Claim LOB** to process **Income Protection** and **Group Salary Continuance Claims**, with **Third-Party Payee** support for payouts to **Multiple Beneficiaries**.

On the base **enhancements and improvements** front, the **Life Claim LOB** offers enhanced usability related changes with several impertinent columns/fields being removed for streamlined business operations.

As part of the **Digital Transformation** endeavors within Assure Claims, the **Transaction Type Change** screen has been made available in the **Financials menu** of the **Configuration Manager** zone. In addition to this, the **API-based MMSEA Import/Extract Tool** has now been made Generally Available (GA) for production use.

Furthermore, the **beta** version of an API-based **PUS** (Payment Update System) **Import Tool** has been **introduced** on the **Scheduler** screen of the **Configuration Manager** zone. In addition to these it will now be possible to view records data on certain **Configuration Manager** zone screens in the **Card** or **List** view. Also, very importantly, the **Print Direct to Printer** functionality available for **Check** and **Auto Mail Merge** printing has been removed to make the Assure Claims application a uniform solution fully supported on cloud-based Windows and Linux environments.

On the **customer resolutions** front, we've addressed several feature requests in this release, such as the need for the inclusion of the **Claim Number** in **Diaries** added via the **Case Management** screen in **Workers' Compensation Claims** and **Non-Occupational Claims**. Next, the **Contact Info** window in the **Entity Maintenance** module has been enhanced to unambiguously record important **Entity** data such as **Email Type**, **Fax Type**, and **Social ID Type**. To ensure **data accuracy** in claim processing, **Melissa's Address Autocomplete** and **Address Verification & Validation** services have been extended to the **Event Details** accordion in the **General Claim** and **Vehicle Accident Claim LOBs**. Furthermore, **ISO Data Extraction** has been enhanced to support and work seamlessly with the Policy Management System of Assure Claims.

Other important customer resolutions delivered in this release include the **time-based escalation** of **Reserve Worksheets** for **Supervisory Approval**, the ability to **add/remove** the **Arbitration** node on the **Vehicle Accident Claim** screen and the addition of the **Claimant** column on the **Transaction History** screen for easy identification and association of payments with their respective Claimants.

New Features

This section of the Release Notes document describes the New Features introduced in DXC Assure Claims v. 23.3. This section also contains a direct link to a demonstration video for a complete understanding of the new feature.

DXC Assure Claims | Release: v.23.3 | September 2023

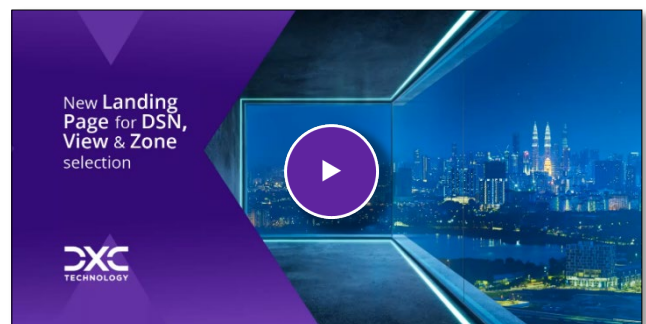


Introduction of a new Landing Page for DSN, View and Zone selection

As part of the **UX design revamp** endeavors, **DXC Assure Claims** release version **23.3** features a **brand-new** and modern-looking **Landing Page** for **DSN, View** and **Zone** selection based on **Angular v15** and **.NET 7.0** technologies. The various zones of the Assure Claims application are now clearly displayed as **individual cards** with **brief zone descriptions** to facilitate even first-time users to navigate the application and access features with utmost convenience.

Watch this adjoining video to learn about the new Data Source Name, View and Zone Selection interface.

This video is also accessible via the “Help” navigation on the primary menu bar of the DXC Assure Claims application.



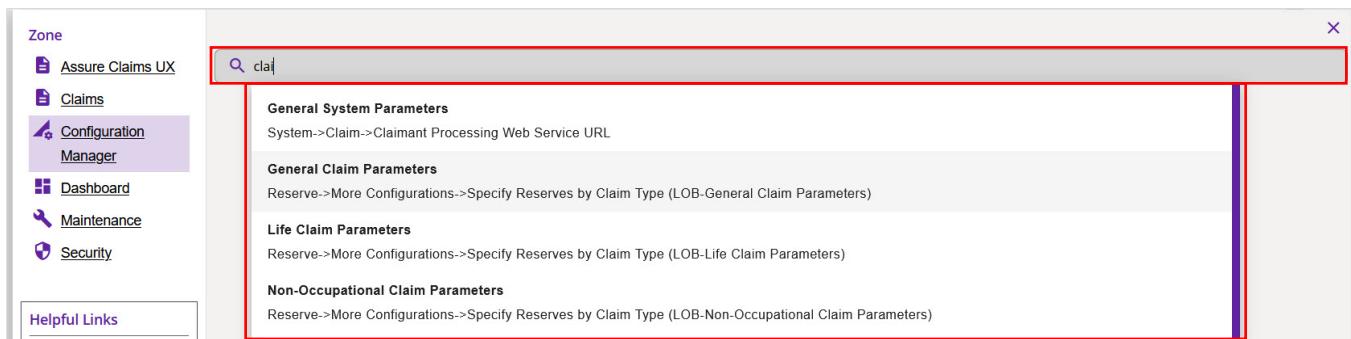


Introduction of Global Search capabilities in the Configuration Manager

Searching for settings across various menus of the **Configuration Manager** zone gets simplified like never before with the addition of the **Global Search** capabilities to the existing search feature. It will now be possible to **quickly look up settings based on input keywords**, thus eliminating the need to navigate through each setting menu or individual configuration screen.

Upon entering a setting search keyword, the system will display all relevant configuration settings along with their navigation paths. A relevant search result can be selected to navigate to its corresponding configuration screen.

DXC Assure Claims screen



[Fig. 1]

Watch this video below to see the new Global Search feature in action.

Note

- All CRUD grid headers will be searchable, while all Claim grid headers will not be searchable
- The search bar can be used to find **configuration screens, corresponding settings/controls, and other similar elements**
- Global Search doesn't display results from dropdowns and lookups
- The Global Search function won't search and display configuration screens whose corresponding SMS settings are disabled
- By default, at least 2 characters of a keyword must be entered in the Global Search bar to trigger this feature which is driven by a new Config Key – **GlobalSearchMinChar** added on the Config Settings screen



New Features – ANZ Region Localization

This section describes the new feature(s) that cater to the business needs of users of DXC Assure Claims in the Australia and New Zealand (ANZ) region.



DXC Assure Claims | Release: v.23.3 | September 2023



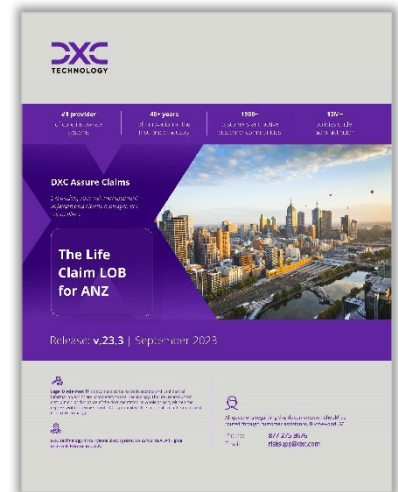
Enhancing the Life Claim LOB to handle Disability Payments *

As part of our **Australia** and **New Zealand** (ANZ) region localization endeavors, the Life Claim offering brings several new features and enhancements to accommodate business needs and to comply with local regulations.

Disability Payments can now be processed on the base Life Claim LOB for Income Protection and Group Salary Continuance Claims. The support for Third Party Payees i.e., Multiple Beneficiaries like Members and Employers is only available for Group Salary Continuance Claims.

Please go through the adjoining document to read the complete details of features made available in release version 23.3.

 [CLICK FOR PROCUREMENT INFORMATION](#)



Improvements and Enhancements

This section of the Release Notes document describes all the enhancements to existing features and tools along with several usability enhancements done in DXC Assure Claims v. 23.3.

This section also contains direct links to module specific documents capturing complete details of current and previously released features.



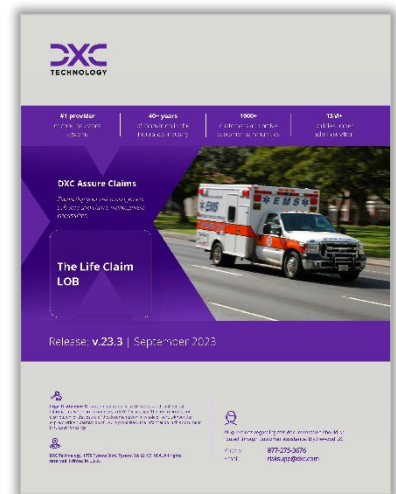
Enhancements in the Life Claim LOB*

The Life Claim LOB has been further enhanced to streamline business operations. Several data fields/columns, that weren't pertinent to the business, have been removed from the interface specially to avoid screen clutter and confusion, if any.

Data columns like **Policy Name, Unit, Coverage, and Loss Type** have been removed from the **Payments and Interests, Transaction History, Policy, Unit, Coverage, and Financial Detail History** grids/screens.

Please go through the adjoining document to read the complete details of all features delivered so far in the Life Claim LOB.

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Digital Transformation in Assure Claims (contd.) ...

Introduction of an API-based PUS Import Tool (Beta Release)*

An API-based Payment Update System Import (PUS) Tool (beta) is now available in this release. This implementation eliminates the need for the .NET-based PUS system, which had previously replaced the desktop based legacy PUS system for payment imports.

The primary objective of PUS Import tool is to update payment files received from third-party sources. The payment data is automatically populated into the Assure Claims system once the import job is successfully executed.

Note

- This API-based PUS Import Tool is a beta release and not available for production usage
- Supplemental support and several more features will be made available in a future release
- The PUS Import Tool is currently not available for production use



Please refer to pages **25** to **27** of the adjoining [API Based Data Exchange Tools](#) document to read the complete details of the PUS Import tool introduced in this release.



API-based MMSEA Import and Extract Tool is now Generally Available (GA)*

The API-based MMSEA Import and Extract Tool is now **Generally Available (GA)** for production usage. The previously available SAP-based MMSEA Tool has been deprecated and will no longer be available for use.

Please refer to pages 23 to 25 of the above [API Based Data Exchange Tools](#) document to read the complete details of the MMSEA Import/Extract Tool enhancements introduced in this release.



Availability of the Transaction Type Change screen in Configuration Manager zone

As part of our endeavors for adoption of the .NET Core and Angular based system, the Transaction Type Change has been migrated from the now deprecated legacy Utilities zone and made available in the Configuration Manager zone.

Please refer pages 7 to 9 of the adjoining [Angular & .NET Core based Configuration Manager Zone](#) document for details of this newly migrated screen and for details of all setting screens available in the Configuration Manager zone.



Removal of the Print Direct to Printer functionality

With the release of DXC Assure Claims v 23.3, the ability to print directly to a printer from DXC Assure Claims has been removed. Instead, the **Print to Local Printer** option can now be used or **PDF copies of Checks, EOBs, and Auto Mail Merge Letters** can be downloaded to conveniently save or print using a printer. This has been done to deliver a uniform solution fully supported on cloud-based Windows and Linux environments.

Changes in Check Printing

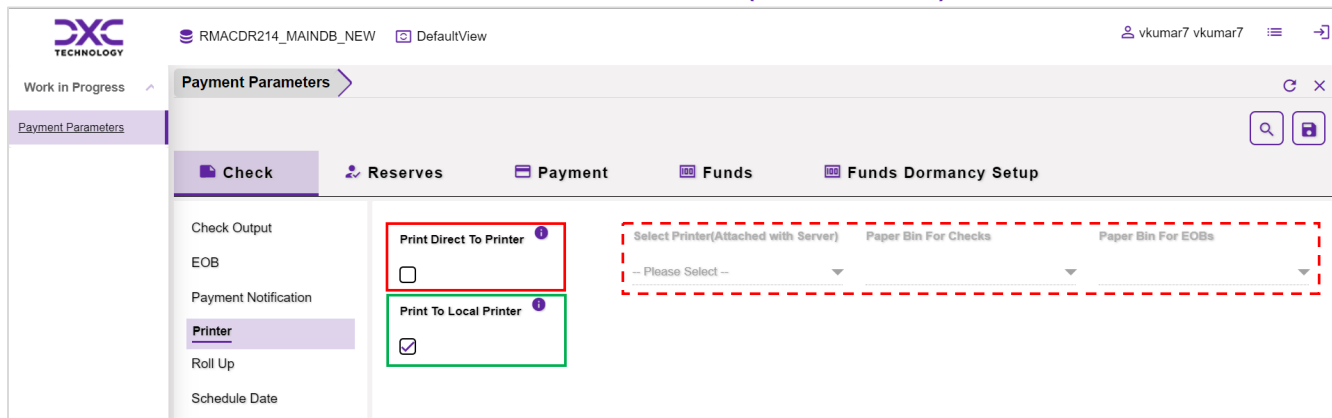
The checkbox labeled **“Print Direct to Printer”** and all its sub settings available on the **Payment Parameters** screen have been removed. [Fig. 2]





DXC recommends selecting the checkbox labeled “Print to Local Printer” for printing checks.

DXC Assure Claims screen (v.23.3 or older)



[Fig. 2]

It will also be possible to download **Checks** as PDF files and print them manually on a printer attached to your local machine.

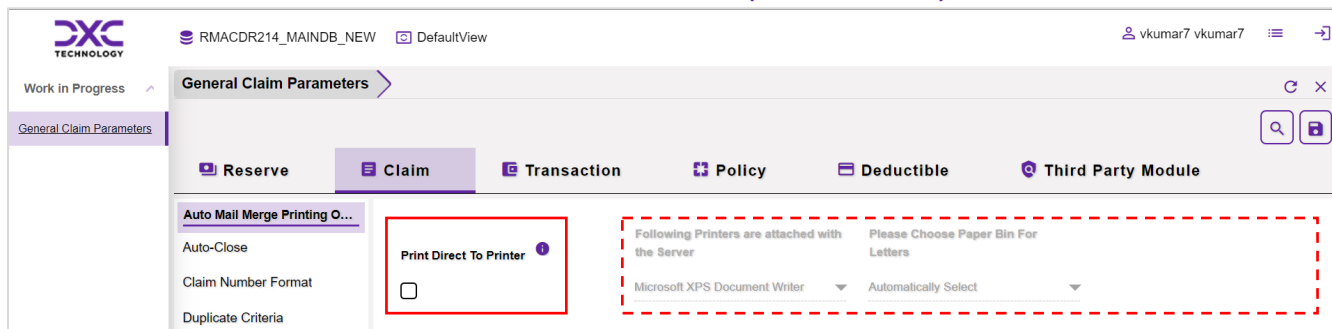
Changes in Auto Mail Merge Printing

The checkbox “Print Direct to Printer” and all its sub settings available on **General Claim Parameters, Non-Occupational Claim Parameters, Property Claim Parameters, Vehicle Accident Claim Parameters, Health Claim Parameters, Life Claim Parameters, and Workers Compensation Claim Parameters** screens have been removed in this release.



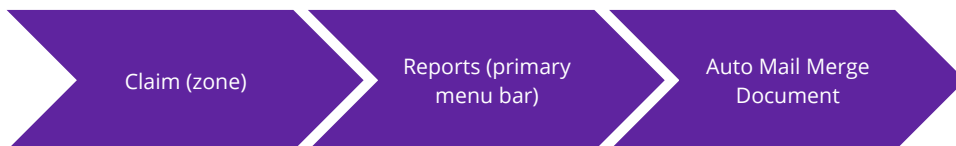
With the removal of this checkbox, **Auto Mail Merge Documents** can be downloaded as PDF files and printed manually on a local printer.

DXC Assure Claims screen (v.23.3 or older)



[Fig. 3]

Alternatively, the **Auto Mail Merge Documents** can also be downloaded and printed via the **Reports** menu in the Claim zone.



Note

- The PrintApp and RMA AppLauncher must be preinstalled for using the 'Print to Local Printer' feature
- When the checkbox 'Print to Local Printer' is deselected, it will still be possible to download Checks as PDF files and print them manually on a printer attached to your local machine



Ability to view Configuration Manager screens in Card or List view

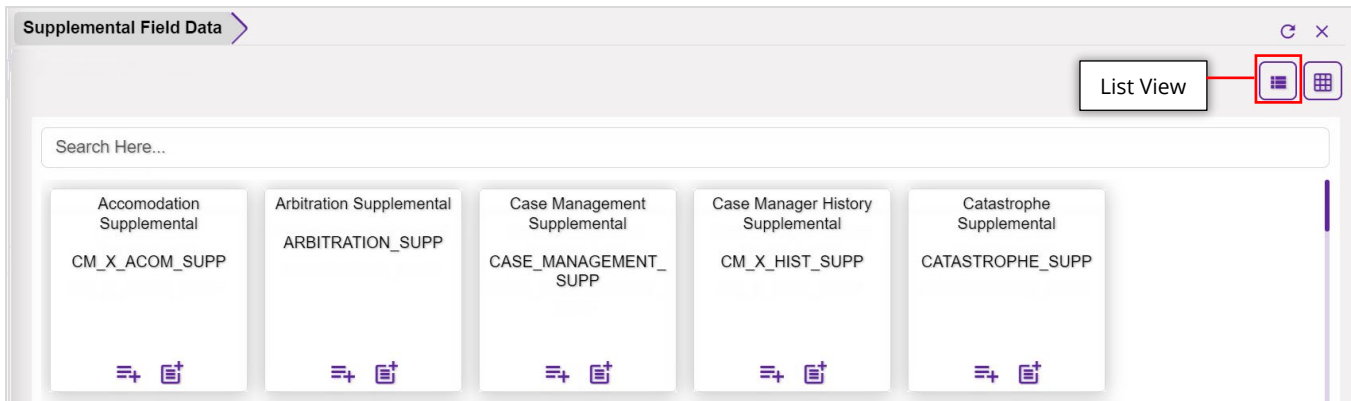
This release enhances all those screens of the Configuration Manager zone which displayed records data as individual 'Cards' by introducing an ability to switch to a 'List' view for a more compact viewing experience. These screens include:

- Supplemental Field Data
- Administrative Tracking
- System Administrative Tracking
- Auto Mail Merge Setup
- Script Editor
- Auto Diary Setup
- Query Designer
- Jurisdictional Tables



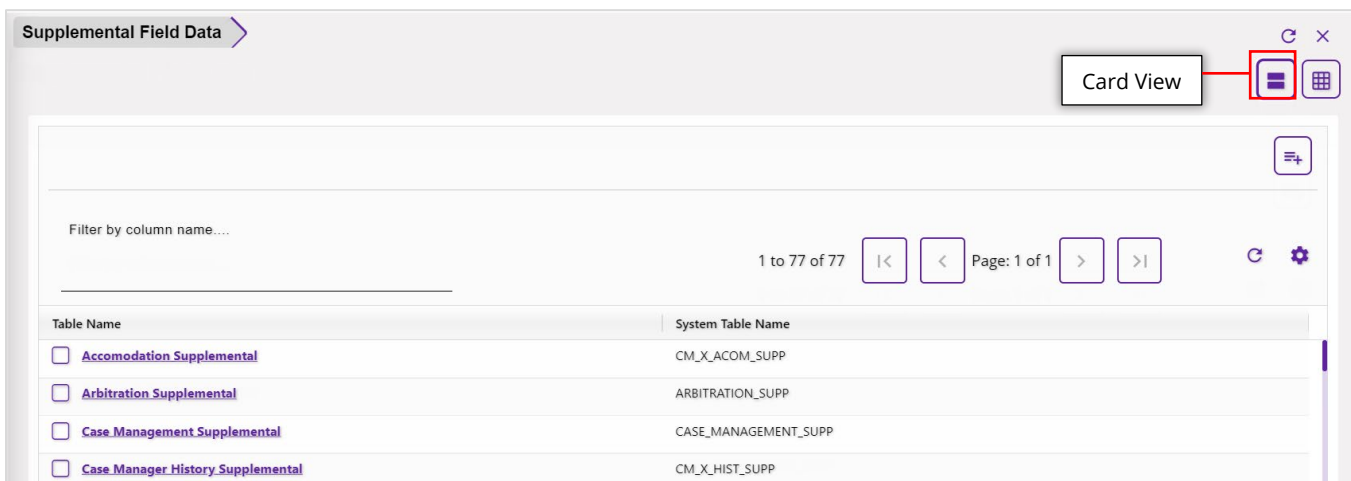
A new button **Card/List View** has been added on all such screens to easily switch between a **Card** or a **List** view.

DXC Assure Claims screen



[Fig. 4]

DXC Assure Claims screen



[Fig. 5]

Note

- This feature is driven by a newly added **Config Key – UseListView**, on the **Config Setting** screen
- The default **Key Detail** value for this **Config Key** is set as **'True'**, implying that the **List** view will be the default view on all applicable screens
- If the **Key Detail** value for this key is set as **'False'**, then the **'Card'** view will be the default view on all applicable screens
- Irrespective of the default view set on the **Config Settings** screen, it will be possible to temporarily switch to the other view by clicking on the **List/Card View** button
- Clicking the **Refresh** button will revert the screen to its default view

Customer Resolutions

This section of the Release Notes document describes the specific issue resolutions provided for customers in DXC Assure Claims.

DXC Assure Claims | Release: v.23.3 | September 2023



Availability of the **Melissa Address** **Autocomplete & Verification** features on **multiple screens***

In compliance with postal address validation and verification standards mandated in several geographies, Assure Claims v. 23.3 extends the Melissa Address Auto-complete & Verification services to the following screens:

- **Event Details accordion – General Claims**
- **Event Details accordion – Vehicle Accident Claims**

Please go through the adjoining document for more Melissa related resources and a list of screens where the **Melissa API** gets auto triggered.



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INFORMATION



Enhanced Diary and Email Notification functions in Case Management

Up until the previous release when a Diary was added via the Case Management screen in **Workers' Compensation Claims** and **Non-Occupational Claims** it was not possible to know which claim a Diary was attached to without opening it.

Going forward, when a Diary is added via the **Case Management** window, the **Claim Number** will get displayed in the **Task Name** column [Fig. 6] of the **Diary List** screen.

DXC Assure Claims Screen

Color	Priority	Due	Task Name	Work Activity	Routable	Rollable
Optional	Optional	07/25/2023	TestDiary_Email Claim Number : DILTD2020001177		Yes	Yes

[Fig. 6]

Clicking the hyperlinked Task Name (e.g.: TestDiary_Email), will open the **Diary Details** screen displaying the **Claim Number**. [Fig. 7]

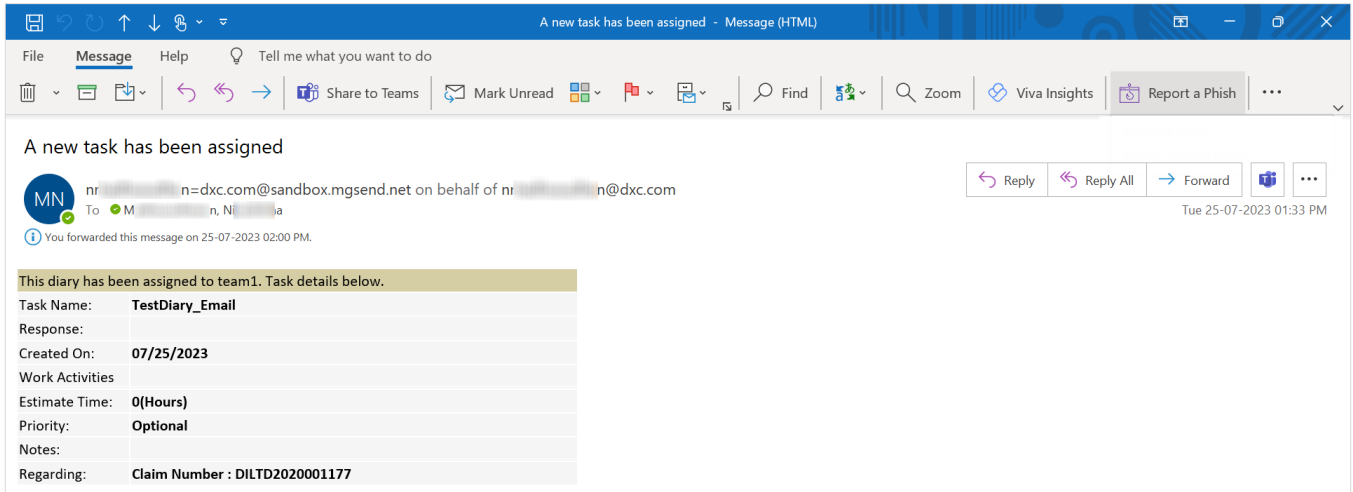
DXC Assure Claims Screen

Diary			
Task Name: TestDiary_Email	Attach To: CASEMANAGEMENT(46)	Created On: 07/25/2023	Due Date/Time: 07/25/2023 4:02 AM
Work Activities:	Estimate Time: 0	Priority: Optional	Notes:
Regarding: Claim Number : DILTD2020001177	Not Routable: No	Not Rollable: No	

This is an Open Diary.

[Fig. 7]

Besides this, if the checkbox labeled **'Notify by Email'** is selected while adding the Diary, and an email address is also configured for the user selected in the **'Assign Diary To'** field, then an email notification like the one shown below will be sent to the Diary's assignee. [Fig. 8]



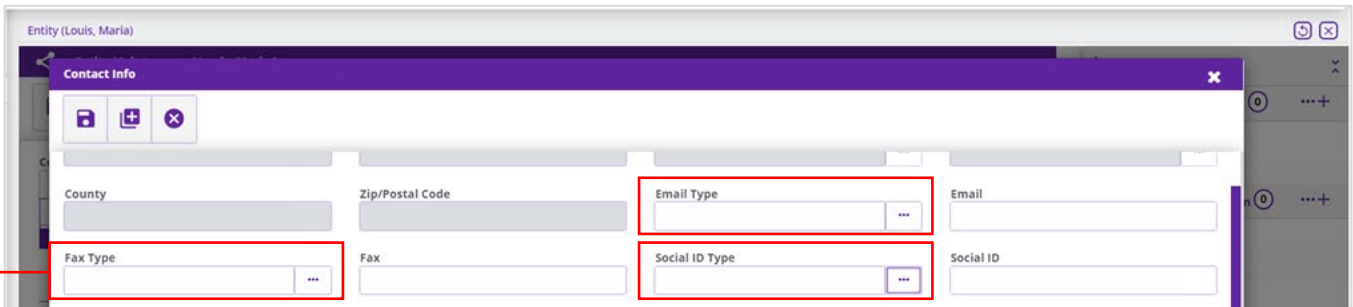
[Fig. 8]



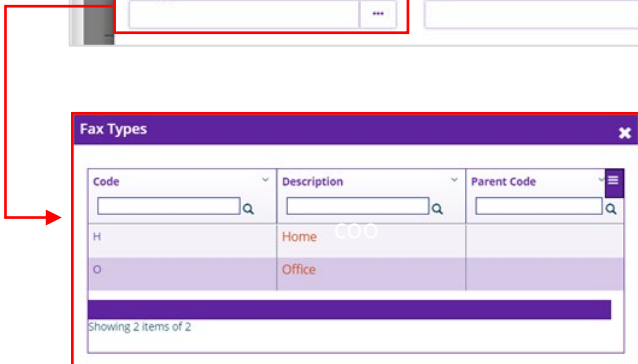
Enhanced data capturing on the Contact Info window under Entity Maintenance

All previously reported confusions and ambiguity around entering data in the **Email Type**, **Fax Type**, and **Social ID Type** fields on the **Contact Info** window under **Entity Maintenance** have been sorted with the introduction of redesigned popup windows to capture contact info details conveniently and unambiguously.

DXC Assure Claims screen



[Fig. 9]

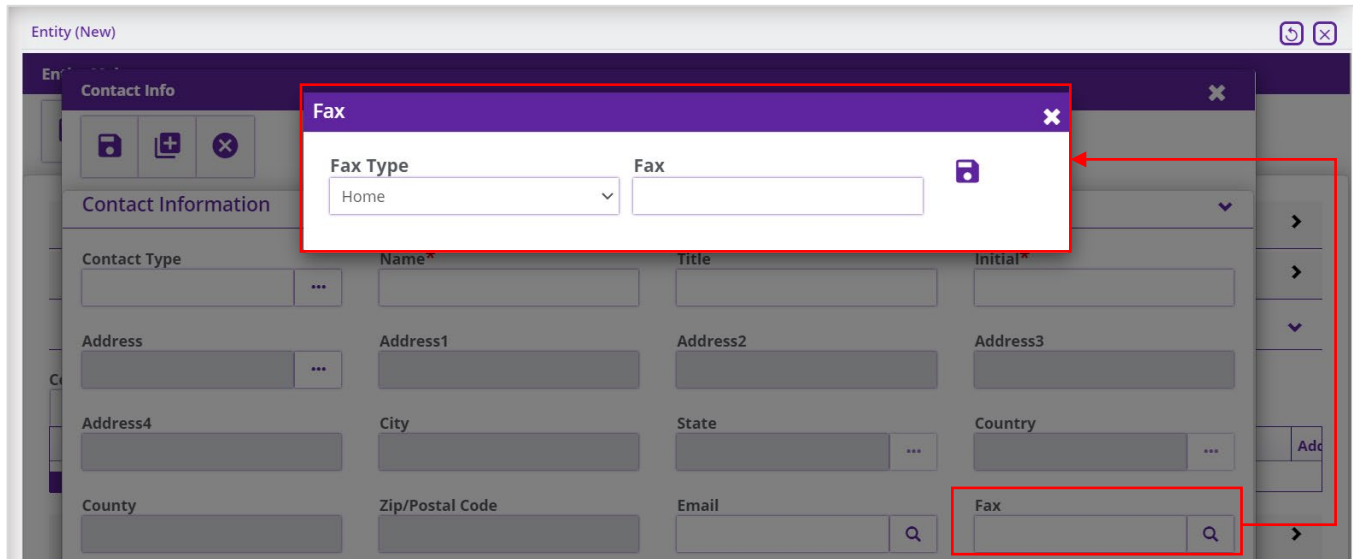


Email IDs can be clearly designated as **Business** or **Personal**. Likewise, Fax numbers can be clearly designated as **Office** or **Home** and Social IDs can be identified as being that of **Facebook**, **Instagram**, **Snapchat**, **X (formerly Twitter)**, and **WhatsApp**.



An example of the older popup design is shown below. [Fig. 10]

DXC Assure Claims screen (v.23.2 or older)



[Fig. 10]



ISO Claim Data is now compatible with Policy Management System of Assure Claims*

ISO which was always working with Policy Tracking System is now enhanced to work with Policy Management System of Assure Claims.



CLICK FOR PROCUREMENT INFORMATION

The latest DA ISO ATL can be extracted using the latest DE Product Installer available on the following path in the [Claims Microsite](#).

Our Offerings →
DXC Assure Claims
Release Info

Select Release Version
(dropdown) → Data
Analytics (tab)

DE Modules Installers →
DE Product Installer
Installation Files





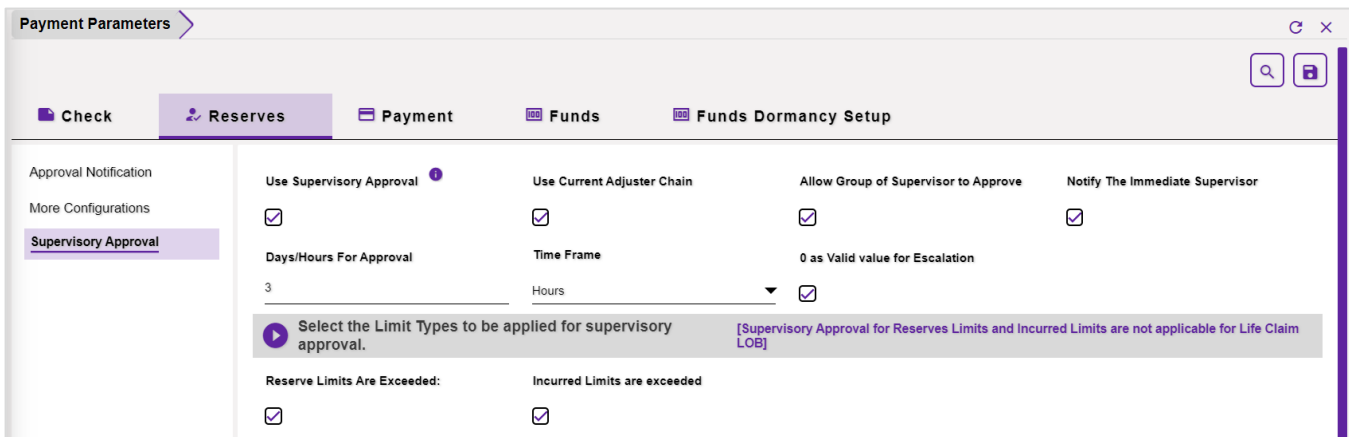
Implementation of Time-Based Escalation of Reserve Worksheets for Supervisory Approval

Up until the previous release, when a Reserve Worksheet wasn't approved/rejected by an immediate supervisor, there was no way to escalate it to the next higher level for requisite approval. Thus, to address this gap, the time-based escalation of Reserve Worksheets for Supervisory Approval has been implemented in this release of DXC Assure Claims.

Going forward, when a supervisor does not approve/reject a Reserve Worksheet and it continues to remain 'on hold', then, based on data entered in the Days/Hours for Approval and Time Frame fields of the Supervisory Approval node on the Reserves tab, the next higher-level supervisor will be notified via email/diary assignment to approve/reject the 'on hold' Reserve Worksheet.



DXC Assure Claims screen



[Fig. 11]



Note

- All 'on hold' Reserve Worksheets are escalated through the Supervisory Approval hierarchy via the WPA Diary assignment process
- Time based escalation will take place, based on inputs in the Days/Hours for Approval and Time Frame fields, until it is approved/rejected by a supervisor, or it reaches the top-level manager
- The 'Submitted To' field data remain unaltered throughout the time-based escalation process
- Supervisors will get notified based on settings in the Supervisory Approval node on the Reserves tab of the Payment Parameters screen
- Supervisory Hierarchy Setup, User Privilege Setup and Auto Diary Setup, must be performed prior to running the 'Process WPA Diaries' Job for time-based escalation of Reserve Worksheets

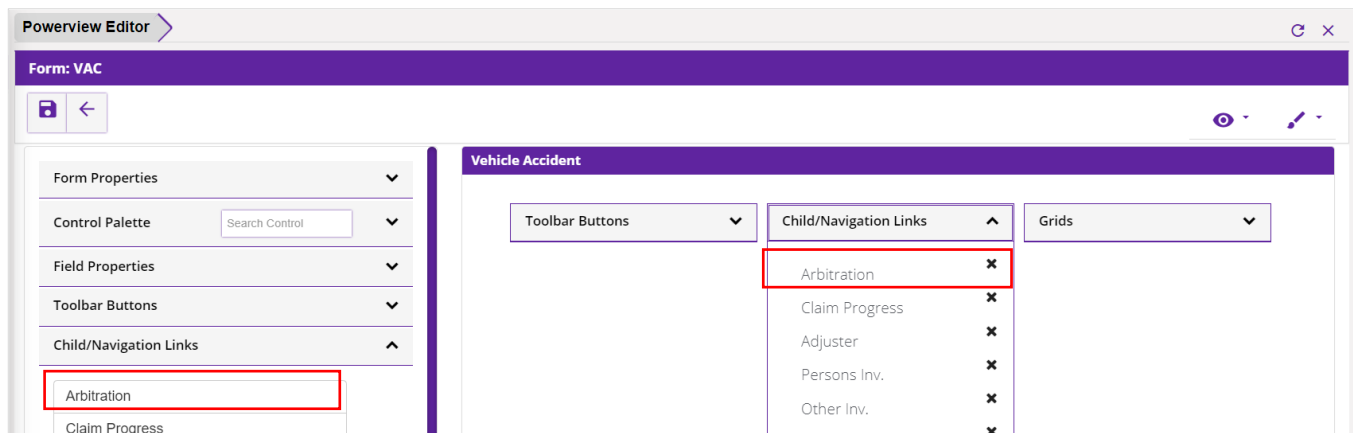


Ability to add/remove the Arbitration node on the Vehicle Accident Claim screen

Up until the previous release, the Powerview Editor did not have Arbitration as an option in the Child/Navigation Links dropdown for Vehicle Accident Claims. As a result, the Arbitration node could neither be added/removed from the right-hand pane of the Vehicle Accident Claim screen.

Now, with the addition of the Arbitration option under the Child/Navigation Links dropdown in the Powerview Editor, the need for the ability to add/remove Arbitration as a right-hand child node on the Vehicle Accident Claim screen has been addressed successfully.

DXC Assure Claims screen



[Fig. 12]



Addition of the **Claimant** column on the Transaction History screen

Up until the previous release, the **Claimant** column was not available on the **Transaction History** screen making it difficult to identify what payments were made by which Claimant.

Thus, to address this need for identifying and associating payments with their respective Claimants, a new column labeled 'Claimant' has been made available on the **Transaction History** screen for all those Claims in which the **Claimant** is a part of the **Financial Key**.

DXC Assure Claims screen

Control #	Claimant	Split Amount	Check #	Trans Date	Type	Cleared?	Read
0000956	Methew Thomas	\$5.00	0	10/03/2023	Payment	No	No
0000955	Aa Lapp And Associates	\$10.00	0	10/03/2023	Payment	No	No

Showing 2 items of 2

Total Payments: \$15.00 Total Collections: \$0.00 Net Total: \$15.00 Total Voids: \$0.00 Total Stop Pay: \$0.00

[Fig. 13]

Note

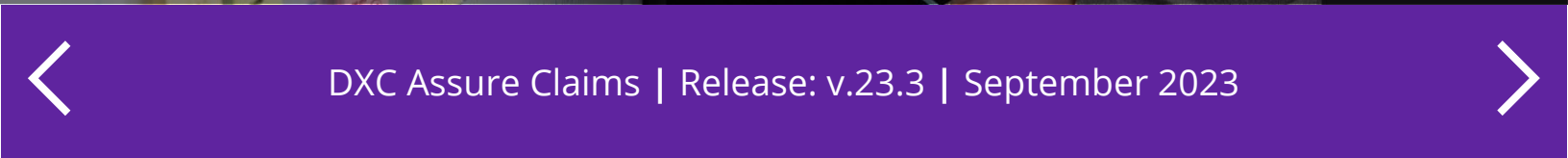
- The **Claimant** will not be shown on the PDF file generated using the 'Export to PDF' feature on the **Transaction History** screen as only limited data can be shown on the file



Important Information

This section includes information for procuring and/or using the new/existing licensed features or the services of newly onboarded third-party business solutions providers.

Besides these, this section also contains important guidelines on any technological changes/upgradations that may affect the working of DXC Assure Claims.



Paid feature procurement information



Features with an asterisk mark involve additional cost/ consulting/ agreement/ licensing considerations. Please reach out to DXC Assure Claims Support or your DXC Assure Claims Sales Representative for more information.

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Enhancements in the Life Claim LOB for ANZ localization (phase 1)

Enhancements in the Life Claim LOB (base)

API-based PUS Import Tool (beta)

API-based MMSEA Import and Extract Tool (GA)

ISO Claim Data – compatible with Policy Management System

Melissa Address Autocomplete & Verification





Crucial information for customers working with Oracle Environments

Beginning with release version 22.3, installation of Oracle 19c Client for Microsoft Windows x64 (64-bit) has become a mandatory prerequisite for the deployment of DXC Assure Claims on Application Servers.

Going forward, older versions of Oracle Database Client (12c or below) will not be supported by DXC Assure Claims v. 22.3 and beyond.

[DOWNLOAD ORACLE 19C CLIENT](#)



API Licensing

Please contact the Assure Claims Support Helpdesk or your Sales Representative for information on API Licensing.

Looking Beyond v.23.3

This section of the Release Notes document contains a brief heads-up on new features & digital technologies slated for inclusion in the forthcoming releases of DXC Assure Claims.

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We will continue to use [Angular v15](#) and [.NET7](#) based technologies for building user interfaces as a part of our [Digital Transformation](#) journey in DXC Assure Claims. Meanwhile we will continue to upgrade screens from other Zones and migrate the remaining legacy Utilities zone screens into the [Configuration Manager](#) zone.

The [Life Claims LOB](#) is set to receive a multitude of new features and improvements. These include the implementation of the [Adjudication feature for Australia](#) and the ability to [download all Entity Types](#) and [Beneficiaries](#). Phase 2 implementation of [Income Protection](#) and [Salary Continuance coverages](#) along with addition of features like [Rule Engine Exits for Disability Payments](#) and [Table-driven benefits](#) are on the cards.

We are also looking at further enhancing the [Assure Insights](#) solution by adding new dashboards and reporting capabilities. Our roadmap also includes the continued introduction of several API-enabled screens and enhancements to our [Core Search](#) solution. We're also focusing on improving customer-related processes, such as the ability to [upload Extract job files](#) to [S3/TM](#). Furthermore, we're actively exploring options for [Dynamic Supplemental Support](#) within our new API-based Import Tool.

You will also see the availability of the [Melissa address validation and autocomplete](#) feature being implemented across several more screens. We also have plans to enhance the [Mail Merge](#) functionality in the pipeline. We will continue to grow and engage our ecosystem of [InsurTech & Partners](#) viz. [One Inc.](#) and [IVANS](#). On the compliances & regulatory upgrades front, we are working on several [Forms/EDI](#) related changes for [Idaho](#), [Nebraska](#) and [Texas](#) and important [OSHA](#) related enhancements.

Lastly, several base performance and automation related enhancements are also expected in the forthcoming releases.

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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Thousands of Risk and Claim professionals rely on DXC Assure Claims to manage all types of Claims, making it one of the industry's leading Claims Management Systems. This active client community ensures that DXC Assure Claims is continually supported and enhanced – keeping your Claims processing running smoothly today and in the future.



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.



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