



DXC Assure Claims

Meet consumer expectations and optimize processes with a flexible, scalable, and configurable claims management system.

Release Notes

Release version 24.4

December 2024



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What is 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 named Company of the Year at the European Technology Awards

DXC Technology was named "Company of the Year" at the European Technology Awards 2024. The award recognizes DXC's exceptional contributions to innovation, customer-centric solutions, and leadership in driving industry transformation across Europe.



**EUROPEAN
TECHNOLOGY
AWARDS**

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NelsonHall names DXC a Leader in end-to-end Cloud Infrastructure Management Services

DXC Technology is honored to have been recognized by NelsonHall as a Leader in its NEAT vendor evaluation for End-to-End Cloud Infrastructure Management Services for the second time in a row.

NelsonHall has identified DXC as a Leader overall, and with specific capabilities around cloud management, cloud orchestration, Microsoft Azure, AWS, and Google Cloud Platform (GCP).



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Newsroom and Customer 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 Stories

Customer stories help us enhance our credibility in the market. 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.

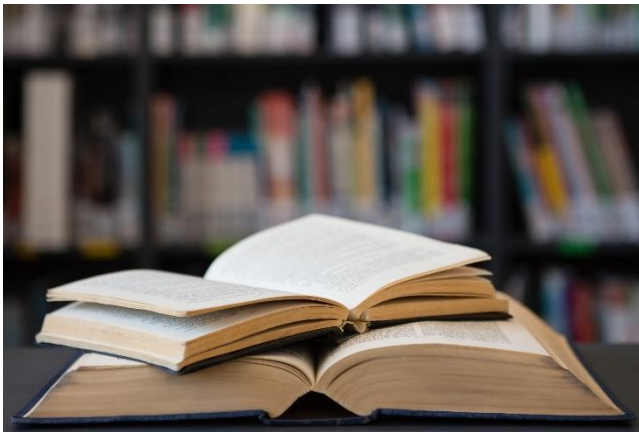
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General Overview

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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Document Purpose



This Release Notes document contains descriptions of the Improvements & Enhancements and Compliance and Regulatory Update introduced in DXC Assure Claims' release version 24.4.

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 the following documents/sections on the Claims Microsite for information and advisory before installing/upgrading to **DXC Assure Claims v.24.4**:

- **Technical Specifications** (for Server hardware, software requirements, and browser settings).
- **New Installation Instructions/Upgrade Installation Instructions** (for know-how on installing/upgrading to DXC Assure Claims v.24.4).
- 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 a better experience and optimum utility.

Executive Summary

DXC remains at the forefront, empowering insurers to enhance customer experiences through cutting-edge technology.

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DXC Technology has consistently prioritized customer-centric solutions with a forward-thinking approach. As we approach 2025, the demand for hyper-personalized services is becoming crucial for insurers. DXC remains at the forefront, empowering insurers to enhance customer experiences through cutting-edge technology.

The beta release of the **Messages** feature in **DXC Assure Claims v.24.4**, exemplifies DXC's dedication to equipping insurers with tools for hyper-personalized services. This innovative feature facilitates real-time, personalized SMS communication between key stakeholders, such as claims handlers/adjusters and insureds/claimants. The Messages interface is intuitive and user-friendly, designed for discussing claims, sharing updates, resolving issues swiftly, and more.

In addition to this, the current release includes several key usability improvements on the **Diary List** and **Attachment** screens. A new version of the **DXC Assure Claims Outlook x64** plugin is now available which enables users to append email attachments from Outlook to the Claims or Events screens of the Assure Claims application as separate entries.

Furthermore, Claim and Event records opened via the Dashboard can now be easily **identified**, as each **browser tab displays** the corresponding **Claim Number** or **Event Number** for quick reference.

New Feature

This section captures in brief, the details of the new feature being introduced in DXC Assure Claims v.24.4. This section also contains direct links to module specific documents capturing complete details of the new feature.

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Introduction of a new **Text Messaging** system for real-time communication (Beta Release)*

Adjusters and claim handlers using the DXC Assure Claims solution have traditionally relied on the application's inbuilt email feature to communicate with insureds and claimants. However, our customers have reported a need for a solution that reduces response times in these communications. While the existing email solution is reliable, it is not efficient enough for ensuring quick communication and decision-making. This has highlighted the necessity for a cost-effective, real-time integrated communication solution.

To address this need, **DXC Assure Claims** release version **24.4** introduces a two-way messaging system, enabling seamless text message exchanges between adjusters, claim handlers, insureds, and claimants.



[CLICK FOR PROCUREMENT INFORMATION](#)

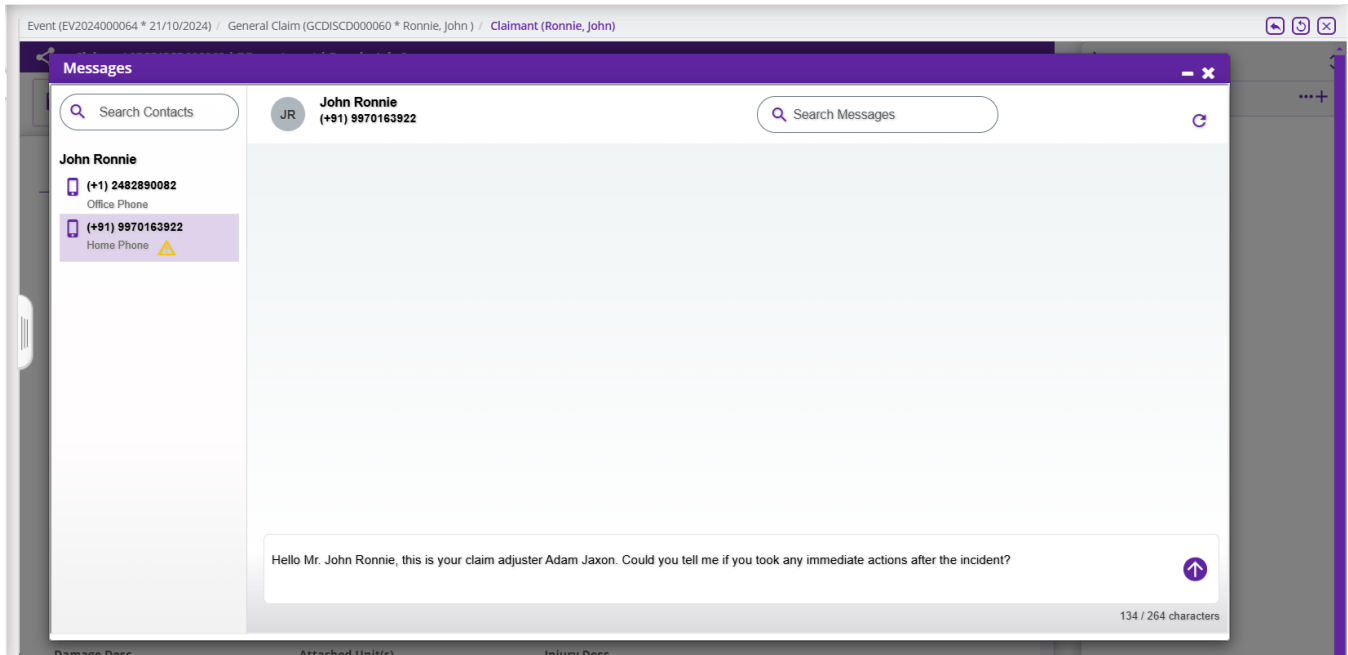
This feature provides real-time SMS communication between key stakeholders through an intuitive, user-friendly interface for discussing claims, sharing updates, quickly resolving issues, and more.

The Messages feature enhances operational efficiency by reducing delays and speeding up claim resolutions with direct, real-time communication. It fosters better collaboration and coordination among claims handlers, adjusters, insureds, claimants, and other stakeholders. Additionally, all communications via this messaging feature are secure and compliant with industry regulations, ensuring the protection of sensitive information.

How Messages works

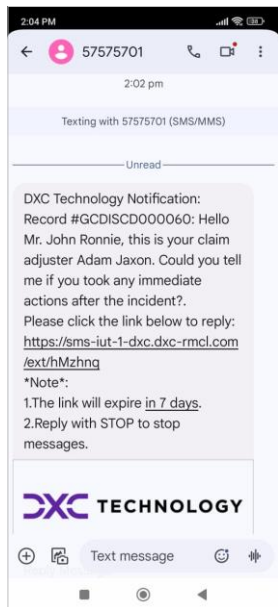
A text message is sent from the **Messages** window on the Assure Claims interface.

DXC Assure Claims v.24.4 screen

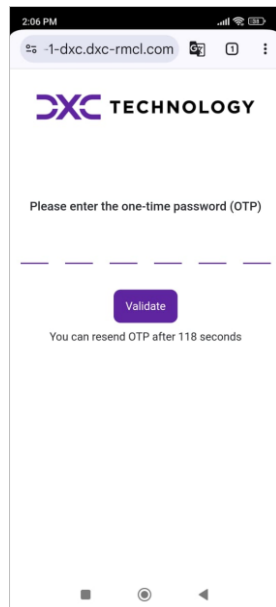


(Fig. 1)

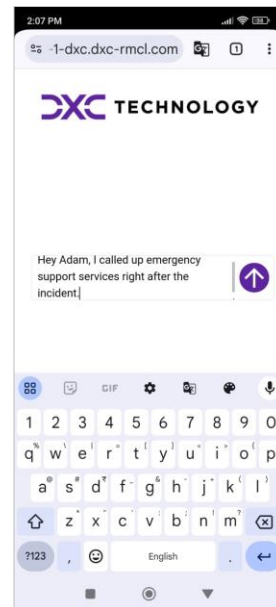
The recipient receives a text message on their phone containing the claim number and the sender's message. Additionally, the message includes a secure reply link. Clicking this link opens a browser window and the system instantly sends a one-time password (OTP) to initiate the text message reply.



(Fig. 2)



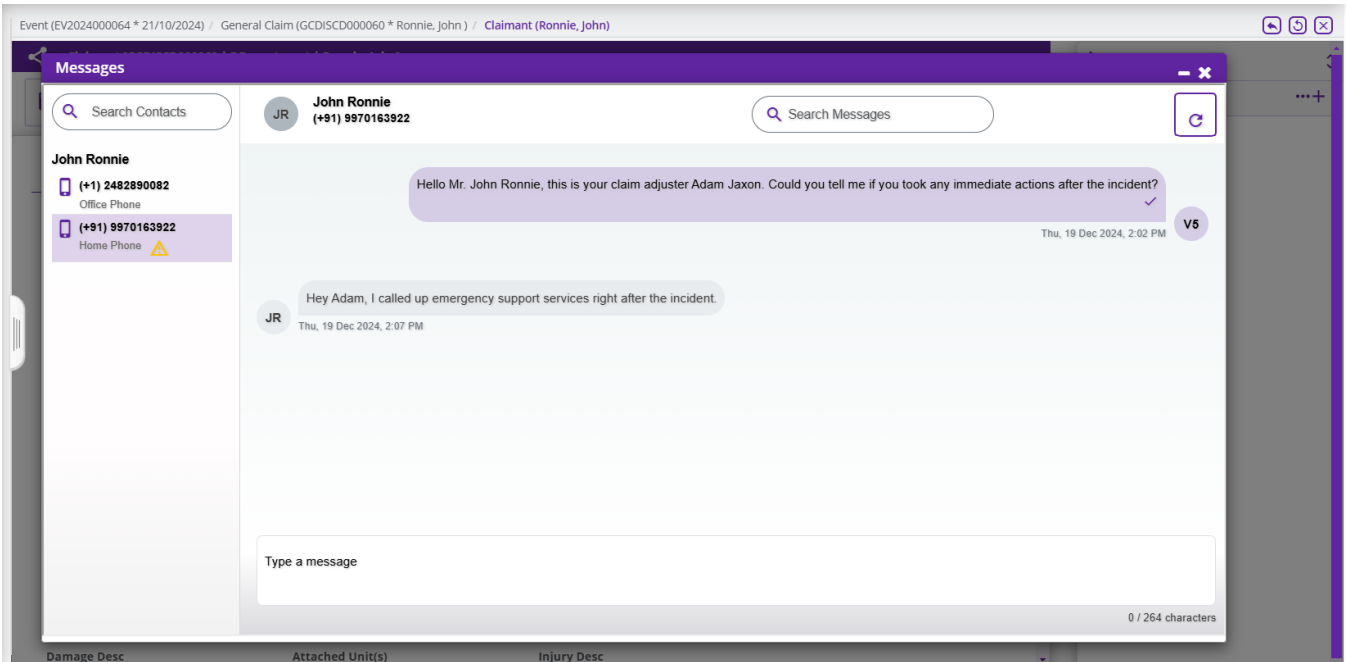
(Fig. 3)



(Fig. 4)

The sender receives the reply, and the exchange can continue further.

DXC Assure Claims v.24.4 screen



(Fig. 5)

Please go through the adjoining document for complete details and understanding of the **Messages** feature introduced in **DXC Assure Claims v.24.4**.



Improvements and Enhancements

This section of the Release Notes document describes all the Improvements and Enhancements to existing features done in DXC Assure Claims v. 24.4. This section also contains direct links to module specific documents capturing complete details of current and previously released features.

DXC Assure Claims v.24.4 | Release Notes | December 2024

Usability improvements on the **Diary List** and the **Attachment** screens

DXC Assure Claims v.24.4 introduces a couple of key usability improvements on the **Diary List** and **Attachment** screens.

Enhanced Diary List screen functionality

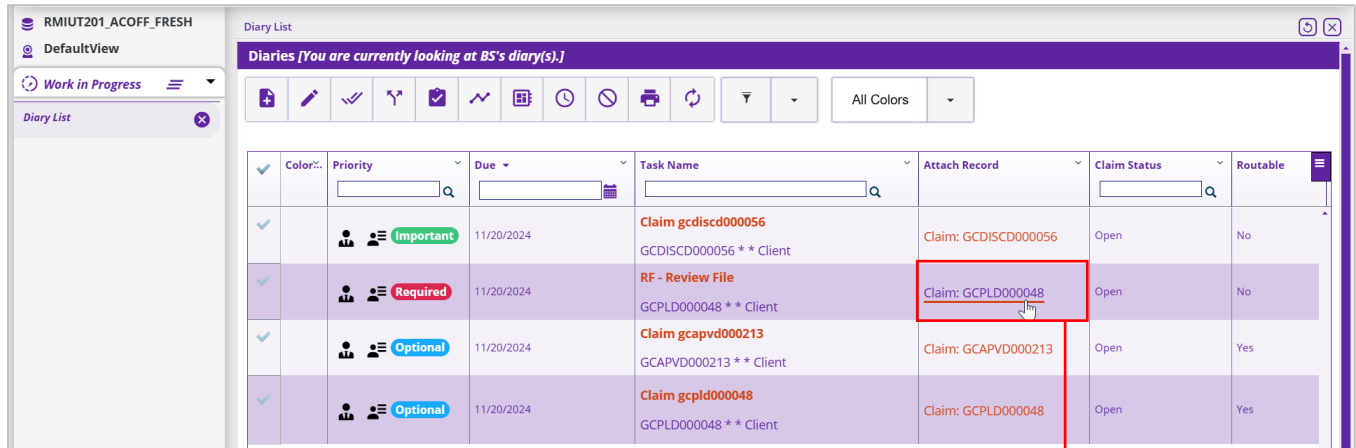
In previous releases, navigating to a claim via the hyperlinked Claim Number in the Attach Record column on the Diary List screen caused the Assure Claims system to lose the selected diary upon returning to the Diary List screen.

This issue has been resolved in the current release. Now, the selected Diary row remains highlighted even after navigating back to the Diary List screen from the Work in Progress node in the left-hand pane of the Claim screen.

This enhancement allows for easier identification of the Diary being worked on.

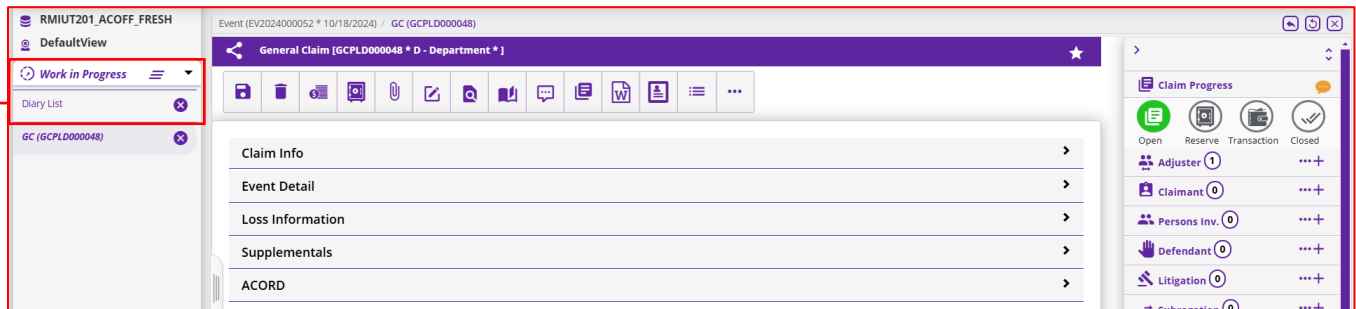
For example, selecting the hyperlinked Claim Number “GCPLD000048” in the **Attach Record** column will open the corresponding claim (Fig. 6). When navigating back to the **Diary List** screen via the **Work in Progress** node in the left-hand pane of the **Claim** screen (Fig. 7), the **Diary** remains highlighted (Fig. 8).

DXC Assure Claims v.24.4 screen



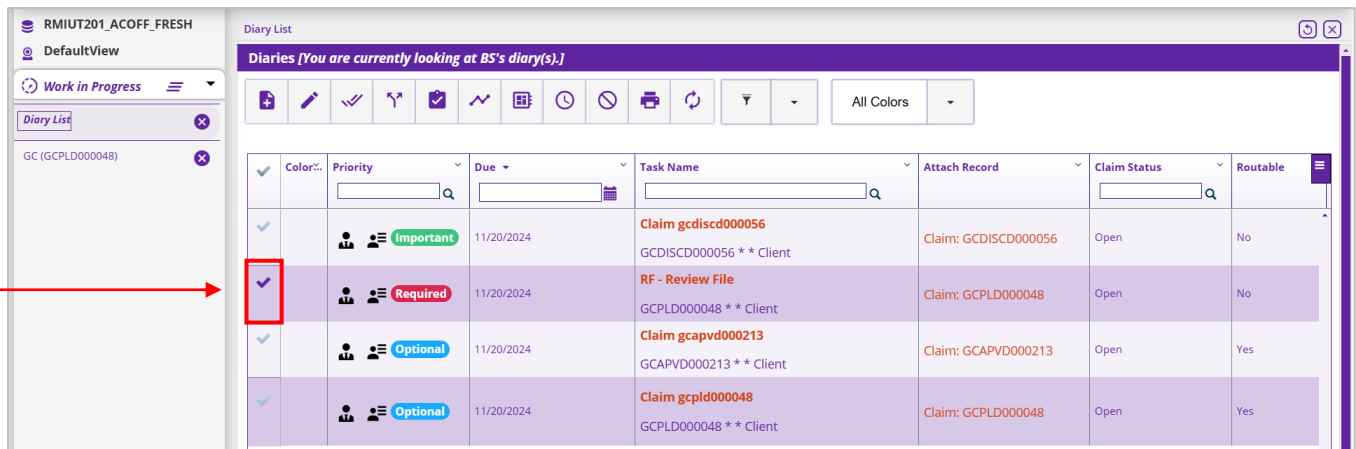
(Fig. 6)

DXC Assure Claims v.24.4 screen



(Fig. 7)

DXC Assure Claims v.24.4 screen



(Fig. 8)

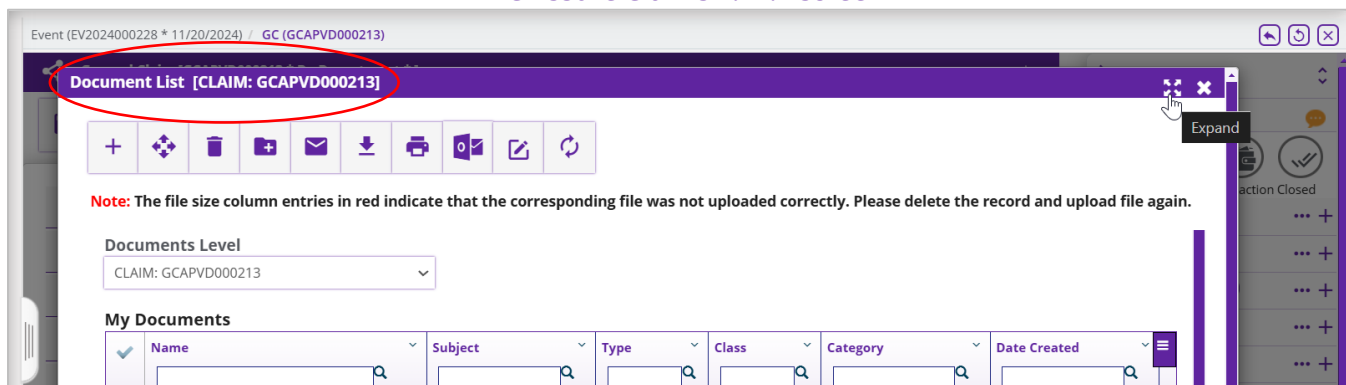
Enhanced Document List Window for Event and Claim Screens

In previous releases, the **Document List** (attachment) popup window on the **Event** and **Claim** screens did not display the respective **Event** and **Claim Numbers**. This often led to confusion about which **Event** or **Claim Document List** was being worked on.

With the latest release, the 'header' of the Document List popup window at the Event and Claim (Fig. 9) levels now displays their respective **Event** and **Claim Numbers**. This enhancement eliminates any ambiguity, especially when the popup window is opened in full-screen mode. (Fig. 10)

Document List popup window at the Claim level -

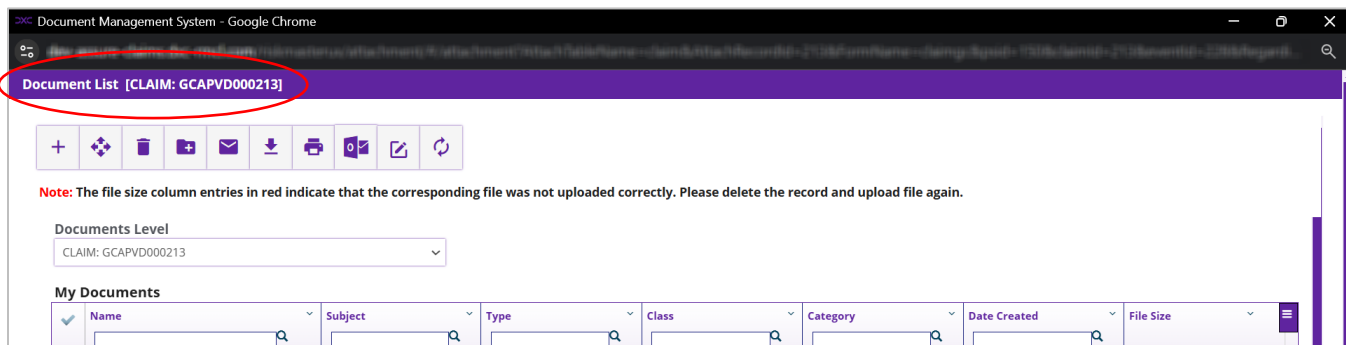
DXC Assure Claims v.24.4 screen



(Fig. 9)

Document List popup window at the Claim level in full screen mode -

DXC Assure Claims v.24.4 screen



[Fig. 10]

Ability to append Email Attachments to Claims & Events using the new Outlook x64 plugin

In previous releases, when an email with an attachment was sent using the "New Assure Claims Email" or "Upload Mail Item(s) to Assure Claims" features of the DXC Assure Claims Outlook x64 plugin, the email appeared appended in the DXC Assure Claims application in .msg format, but the attachment itself was not uploaded as an independent file.

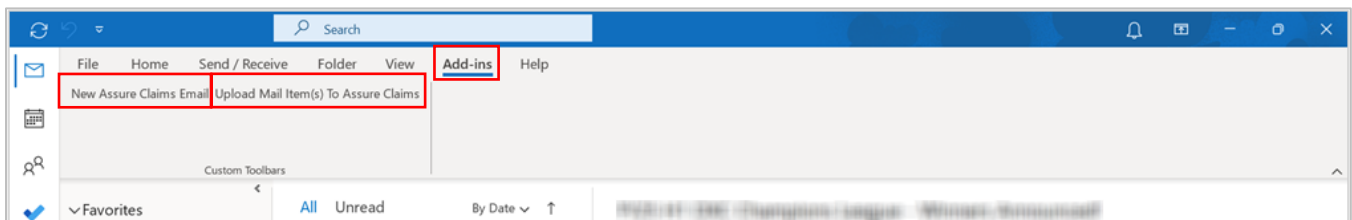
This issue has been resolved in the current release with the introduction of an enhanced version of the DXC Assure Claims Outlook x64 plugin.

Now as expected, emails sent via this plugin not only appear in the "Attach Documents" node of the right-hand pane on the Claim screen, but the attachments also get attached as separate entries.

Note

- To use this enhanced DXC Assure Claims Outlook x64 plugin, you must uninstall your existing plugin and reinstall the latest version of this plugin
- Please contact the DXC Assure Claims Support Helpdesk or your Sales Representative to request the latest version of the DXC Assure Claims Outlook x64 plugin

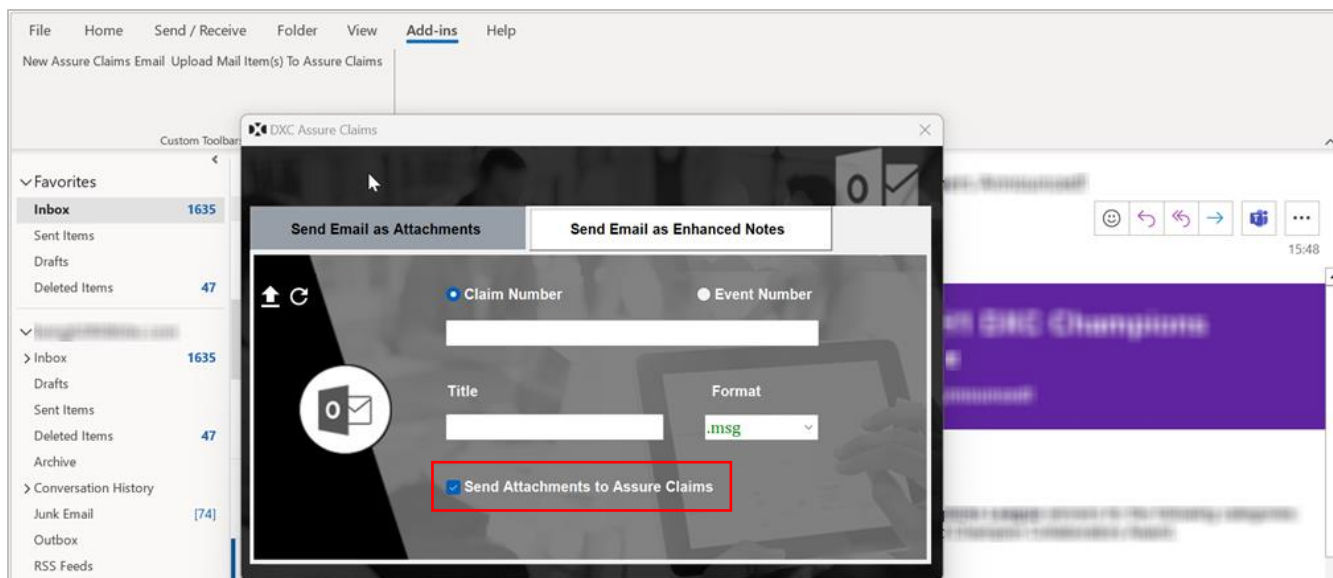
Once installed, the new DXC Assure Claims Outlook x64 plugin will appear in the **Add-ins** tab of the Outlook ribbon. (Fig. 11)



(Fig. 11)

Similar updates have been implemented in the Upload Mail Item(s) to Assure Claims window. Previously, the checkbox labeled "Send Attachments to Assure Claims" on the Send Email as Attachments tab was disabled.

With this enhancement, the checkbox is now enabled, allowing users to append email attachments as separate entities in the Claim/Event screen of the Assure Claims application.



(Fig. 12)

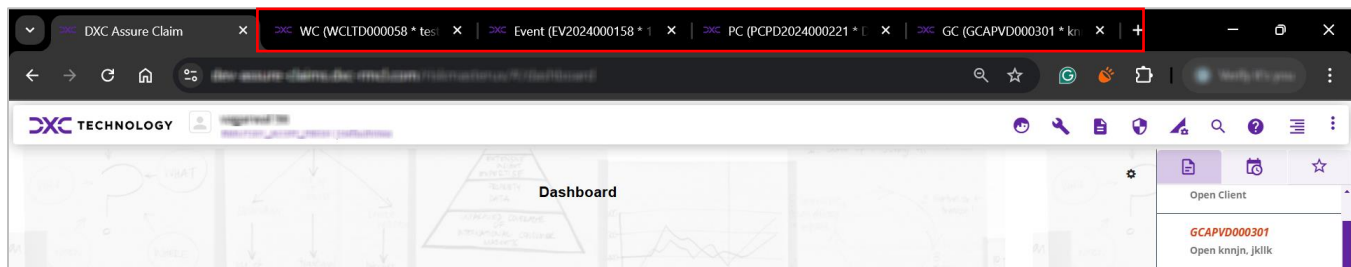
To use this feature, select an email, enter a Claim/Event number, and click the upload button. The email's contents and the attached file will be appended to the respective Claim/Event.

Enhancement for easy identification of Record tabs opened via the Dashboard zone

The Dashboard zone enables accessing multiple Claim or Event records in separate tabs. In previous releases, when multiple existing Claim and Event records were opened in separate tabs, then distinguishing and identifying claim or event records from the opened tabs was challenging. (Fig. 14)

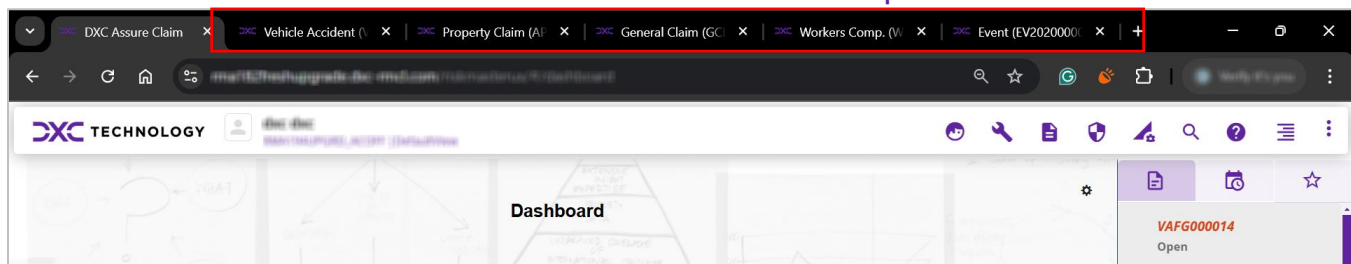
To address this, the Claim Number/Event Number will now be displayed on each tab, making it easier to identify Claims and Events. This improvement simplifies navigation and ensures quicker access to the correct record. (Fig. 13)

DXC Assure Claims v.24.4 screen



[Fig.13]

DXC Assure Claims screen v.24.3 and prior



(Fig. 14)

Additionally, when a claim is accessed through the Sisense widget in the Dashboard zone, the Claim Number and Line of Business will also be displayed on the tab of the opened record.

This enhancement streamlines your workflow, making it easier to manage and identify multiple records efficiently.

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.

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Paid feature procurement information



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

RETURN TO

[Messaging feature](#)

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.

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.

Important recommendation for customers using the **API-based Import/Extract Tools**

If the login password for the admin user is updated after scheduling API-based Import/Export job(s) (MBR, PPY, MMSEA,1099 and PUS), then it is recommended that the job(s) be edited and rescheduled to avoid encountering credentials authentication failure messages in the job console logs.



About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://www.dxc.com).

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