DXC Assure Claims

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

Release Notes

Release version 25.1
March 2025

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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.

READ MORE

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
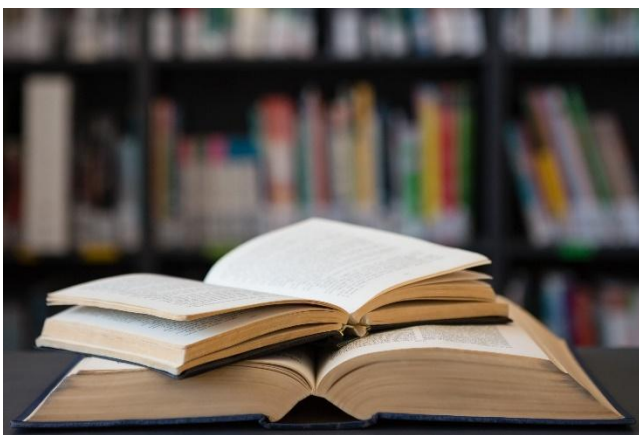
This Release Notes document contains descriptions of the Improvements & Enhancements and Compliance and Regulatory Update introduced in DXC Assure Claims' release version 25.1.

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 Advivory

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.25.1**:

- ➢ **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.25.1).
- ➢ 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

This section of the Release Notes document provides an overview of all Improvements & Enhancements introduced in DXC Assure Claims v.25.1.

At DXC Technology, our unwavering commitment to customer-centricity drives us to invest significant time, energy, and resources into understanding our customers' needs. We continuously refine and develop technological solutions to meet evolving business requirements. This dedication is exemplified in the latest release of DXC Assure Claims, version 25.1. In this release, we have enhanced existing features to empower customers with more personalized services, ensuring they can deliver superior value to their clients.

The standout enhancement in this release is the **Messages** feature, which was initially introduced in beta form in the previous version. In version 25.1, this feature is now **accessible at the Claims level across all lines of business**. Although still in beta, the Messages feature has undergone significant improvements, including **multilingual support** and other enhancements, making it more versatile and user-friendly. These upgrades are designed to facilitate better communication and streamline the claims process, ultimately enhancing the user experience.

Additionally, the **User Document List** screen within the Claims zone has been enhanced for better attachment visibility and accessibility. **This update introduces the ability to move or transfer documents to different folders while ensuring they remain accessible at the Claim, Event, or Policy levels.** These enhancements are aimed at improving document management efficiency, allowing users to organize and retrieve documents more effectively. With these updates, DXC Assure Claims continues to evolve, providing the tools that can help operate more efficiently and deliver exceptional service to customers.

Improvement & Enhancements

This section of the Release Notes document describes all the Improvements and Enhancements to existing features done in DXC Assure Claims v. 25.1. This section also contains direct links to module specific documents capturing complete details of current and previously released features.

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Introduction of the Text Messaging feature at the Claim level*

In release version 24.4, DXC Assure Claims introduced the Messages feature, enabling seamless text communication between adjusters, claim handlers, insureds, and claimants.

CLICK FOR PROCUREMENT INFORMATION

Previously, the Messaging feature was only available at entity levels, such as Adjuster, Person Involved, and other screens. In release version 25.1, this feature has been extended to the Claim level and has undergone several enhancements.

To streamline claim processing and centralize communication, the Messages feature now allows users to send, receive, and view all messages related to a claim directly from the Claims screen. This enhancement is managed through the Security Management System screen within the Security zone.

As part of this update, the Message icon has been introduced at the Claims level across all Lines of Business. (Fig.1)

Messages

DXC Assure Claims screen
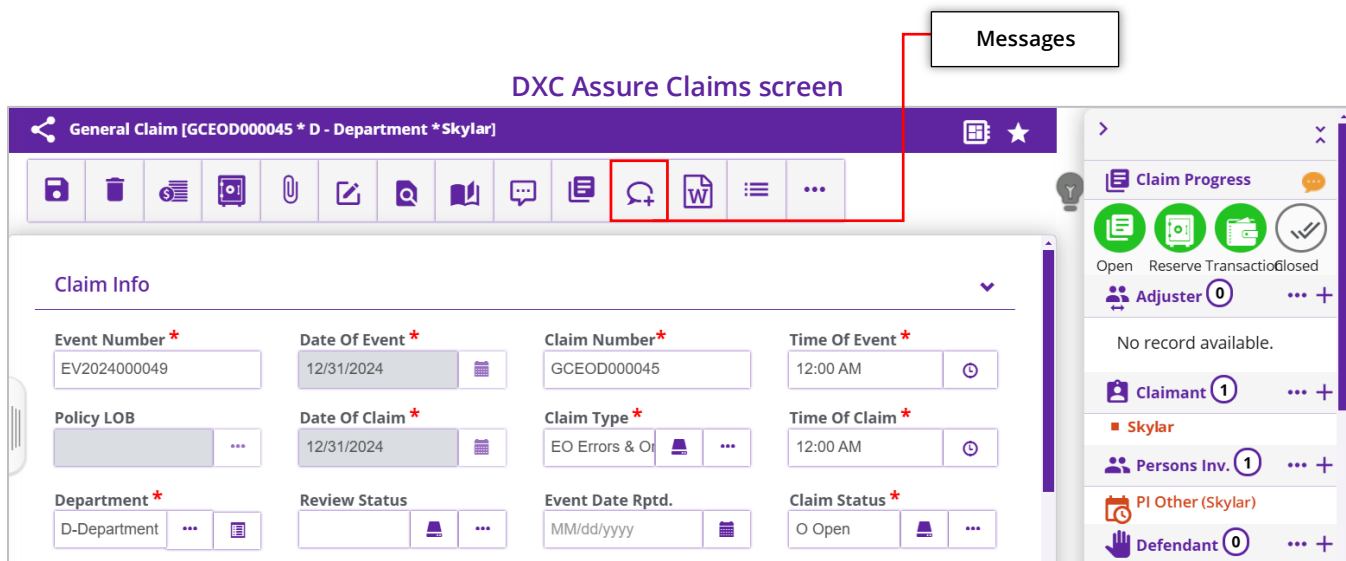
(Fig.1)

When accessed from the Claims screen, the **Messages** window displays all entities associated with the claim that have a phone number, along with their messaging history. This enhancement ensures that users can efficiently manage communication at various entity levels without navigating away from the Claims screen **(Fig.2)**.
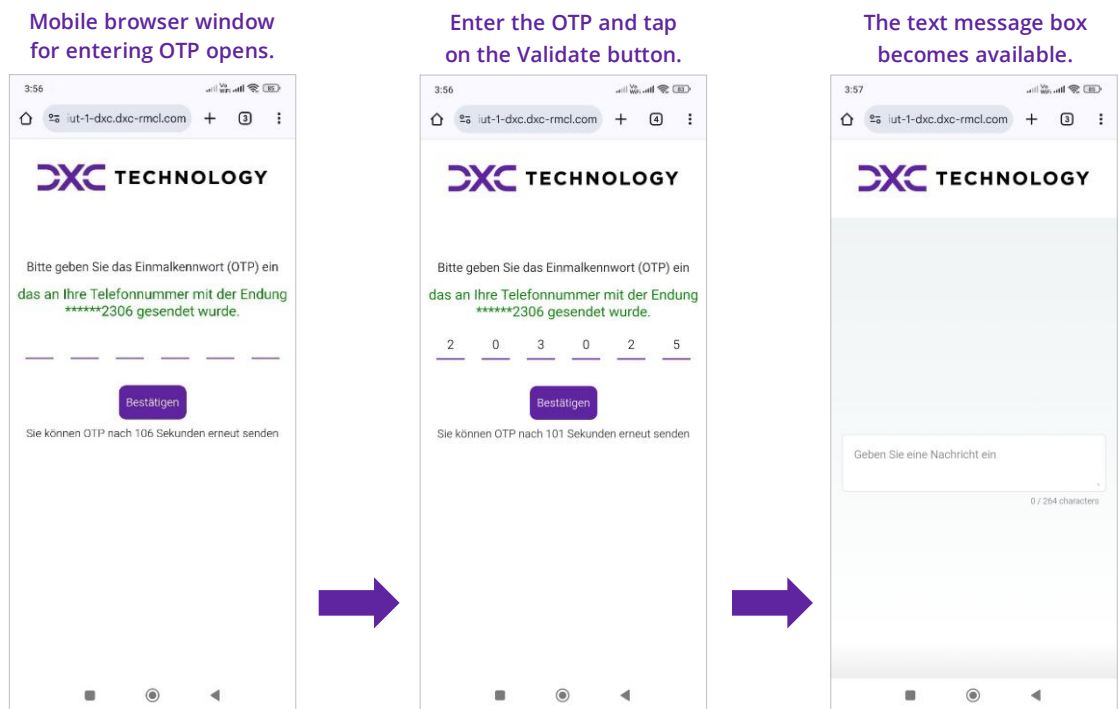
DXC Assure Claims screen
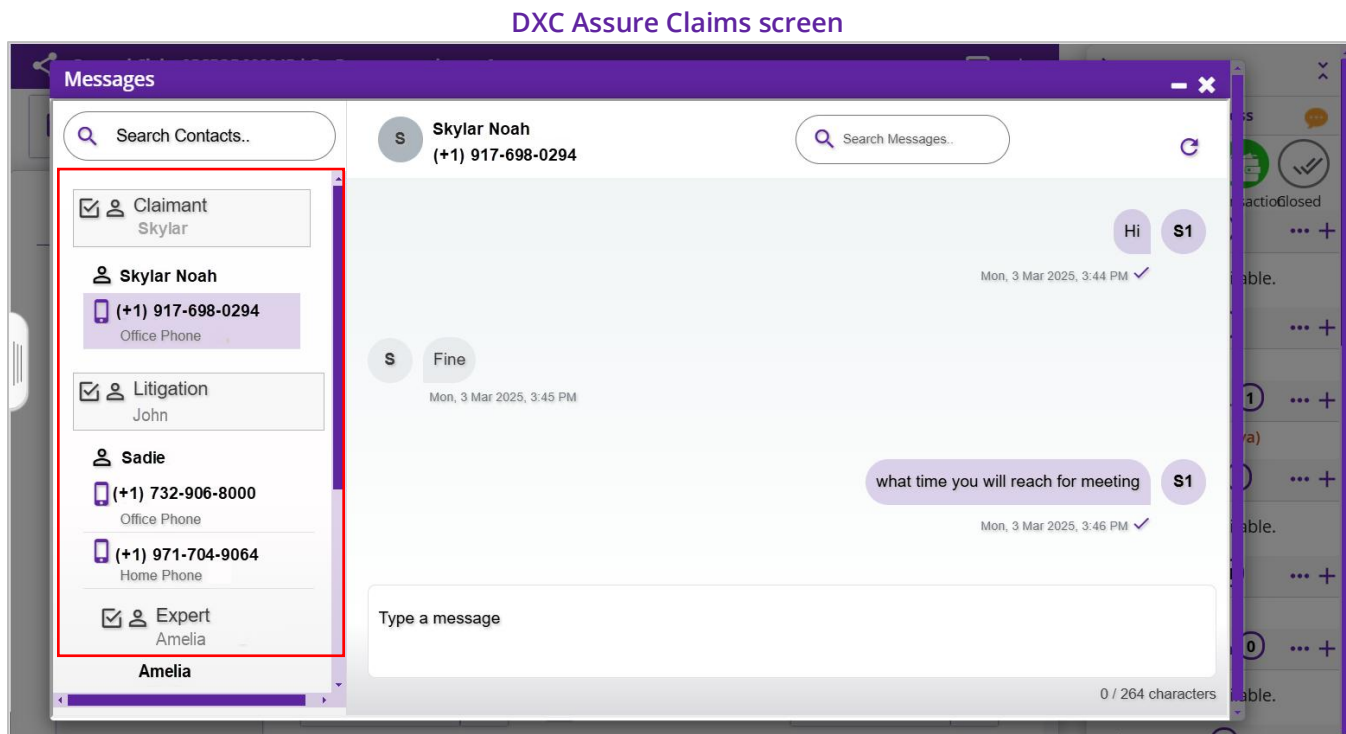
(Fig.2)

Multi-Lingual Support on the Reply screen

The **Messages** feature now offers multi-lingual support on the reply screen, enabling seamless communication across different languages.

It is important to note that the Messages window of the Assure Claims application already offers multi-lingual capabilities. The current enhancement has been made to the reply interface.

For example: Messages sent in English from an English-speaking zone will be automatically translated into German for recipients in German-speaking zones. Recipients will receive a text with a link to the Assure Claims application, where the message will open in their language, ensuring seamless communication.

Mobile browser window for entering OTP opens.	Enter the OTP and tap on the Validate button.	The text message box becomes available.

Please refer to the accompanying document for complete details and a comprehensive understanding of the **Messages** feature introduced in **DXC Assure Claims v.25.1**.

Enhancements in the Document List screen

The **User Document List** screen in the **Claims** zone has undergone multiple enhancements in the current release, improving the user experience and addressing client feedback and business requirements.

Enhanced Document Visibility in User Document List

Previously, documents attached to the Event, Claim, or Policy screens were not visible on the User Document List screen. This issue has been resolved in the current release. Now, **any document attached to the Event, Claim, or Policy screens will also be available and accessible on the Document List screen. (Fig.3)**

Note

➢ The current enhancement will not impact existing documents. Documents present in the system before upgrading to version 25.1 will remain unchanged and be displayed as they are.

➢ Upon upgrading to the latest release version of Assure Claims, any files or folders created at the Claim and Event level before the upgrade will now be displayed in the User Document List screen, as well. Users will retain full access to the documents stored within these folders, ensuring a seamless transition and uninterrupted accessibility. Previously, only files/folders created from the User Document List alone were displayed on the screen.

➢ However, it is important to note that folders created by an individual user prior to the upgrade will remain private and will not be visible to other users after the upgrade.

DXC Assure Claims screen
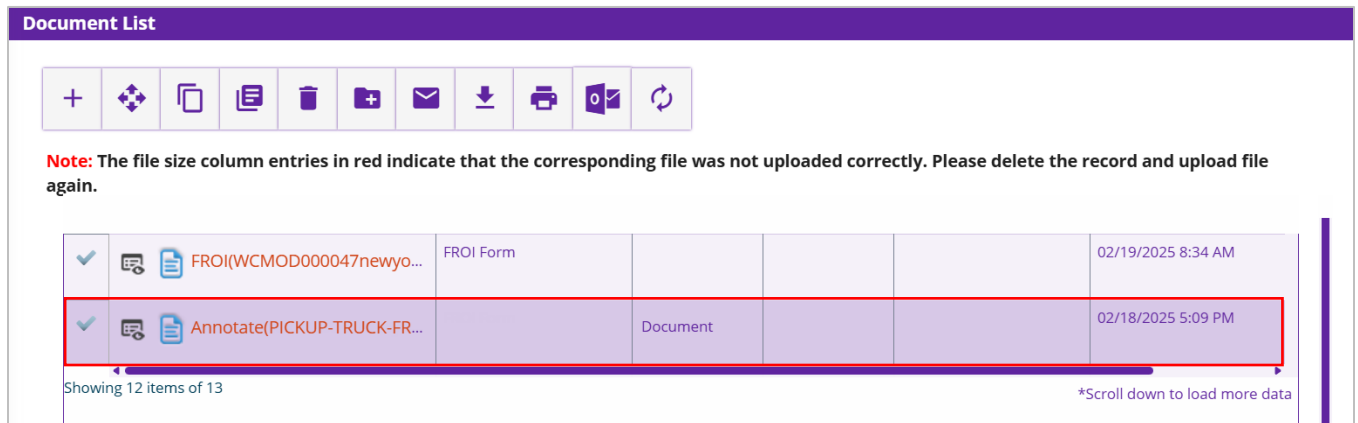
(Fig.3)

Furthermore, document folders created at the **Claim**, **Event**, and **Policy** levels will now be displayed on the **Document List** screen with a structured naming convention for improved accessibility and management.

For example: If a folder is created on the Claim screen, it will appear on the Document List screen as **Claim_ClaimNumber/Folder Name**. In contrast, folders created directly on the Document List screen will display only the folder name without the full path. **(Fig.4)**
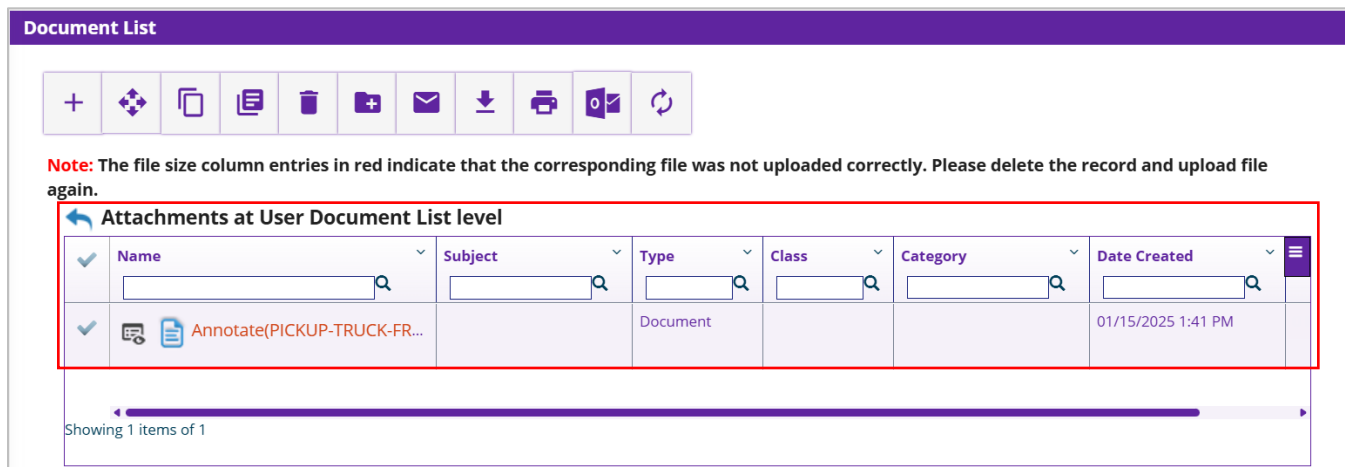
DXC Assure Claims screen

(Fig.4)

Improved Transfer and Move functionality

The existing **Move** feature on the **Document List** screen has been enhanced to allow documents to be moved or transferred to the user list without being removed from the Claim, Event, or Policy screens.

To move an attachment, the user must select the document and click the **Move** icon in the toolbar. This will open the **Move Documents** popup, where the destination folder can be selected. Once moved, the document will be available in the selected folder while remaining accessible in the Claim, Event, or Policy screen. **(Fig.5)**
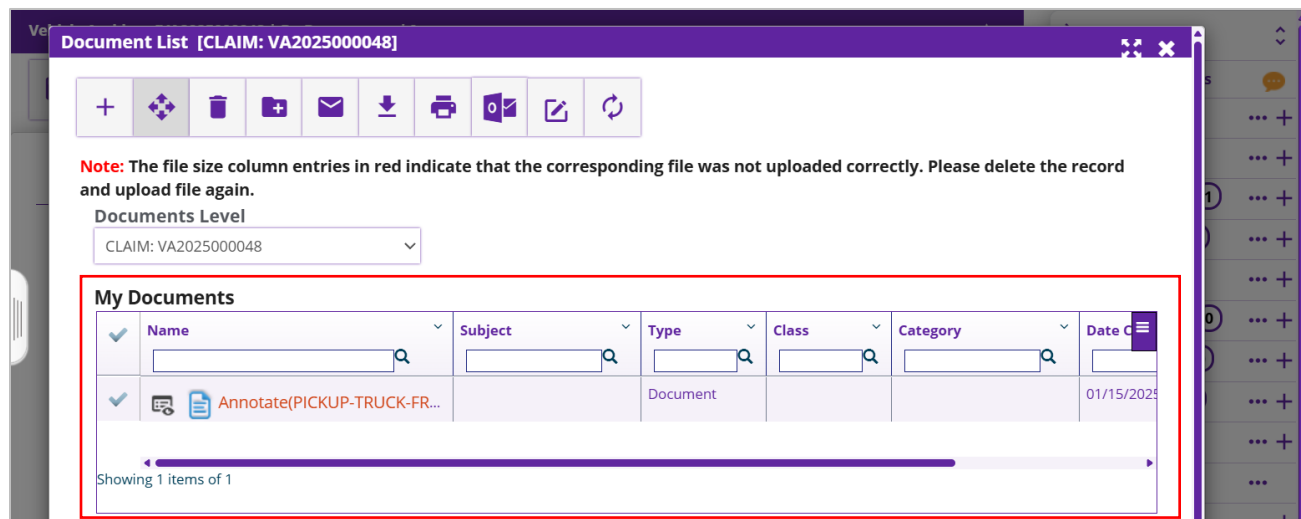
DXC Assure Claims screen

(Fig.5)

Even after being moved to a different folder, the document can still be accessed at the Claim/Event/Policy level. **(Fig.6)**

DXC Assure Claims screen

(Fig.6)

Similarly, to transfer an attachment, the user needs to select the document and click the **Transfer** icon in the toolbar. The **Transfer Documents** popup will appear, allowing the user to choose the destination folder. The document will then be transferred to the selected folder while still remaining in the original Claim, Event, or Policy screen.

Note

➢ In addition to the Claim, Event, and Policy screens, this enhancement has also been implemented on few other screens, including Claimant, Person Involved, and other entity screens.

➢ However, these changes do not apply to the Admin Tracking Table List screen.

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

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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.

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