



Event



General Claim



Non-Occupational Claim



Workers' Comp. Claim



Vehicle Accident Claim



Life Claim



Property Claim

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

Phone: 877-275-3676  
Email: [risksupp@dxc.com](mailto:risksupp@dxc.com)

## DXC Assure Claims

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



## Release Notes

Release version 25.3 | September 2025

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# What's new at DXC Technology?

Explore the latest developments at DXC Technology through a curated selection of insights, customer success stories, and strategic innovations. This section highlights how DXC is partnering with clients to navigate complex challenges, drive transformation, and deliver measurable outcomes. From industry-specific expertise and emerging growth trends to corporate achievements and media coverage, discover how DXC continues to lead with excellence and impact.

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## Insights from DXC – a new way to look at DXC Technology

### 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. Click [here](#) to know more.

### Pivotal Moments

Customer engagement is not a one-size-fits-all effort. It's a dynamic journey shaped by shifting priorities, unexpected challenges and breakthrough ideas. Along the way are pivotal moments that inspire fresh thinking and shape the path to success.

Each video in this series highlights a unique story of how our customers, together with DXC, are overcoming obstacles and driving meaningful change for their business—now and into the future. Click [here](#) to know more.



## Growth Drivers

Cutting-edge innovations, forward-looking trends and paths to growth for organizations everywhere. Click [here](#) to know more.

## Industry Spotlights

Highlighting DXC's deep industry expertise and in-depth understanding of the unique challenges and opportunities our clients face. Click [here](#) to know more.

## The Library

Browse DXC's entire collection of articles, blogs and multi-media content. Click [here](#) to know more.

## DXC Newsroom

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The DXC Technology Newsroom is your resource for the latest news, press releases and corporate information. Click [here](#) to find out why DXC Technology made news today!

## Awards and Recognition

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Our achievements demonstrate how we deliver excellence for our customers and colleagues. Click [here](#) to know more.

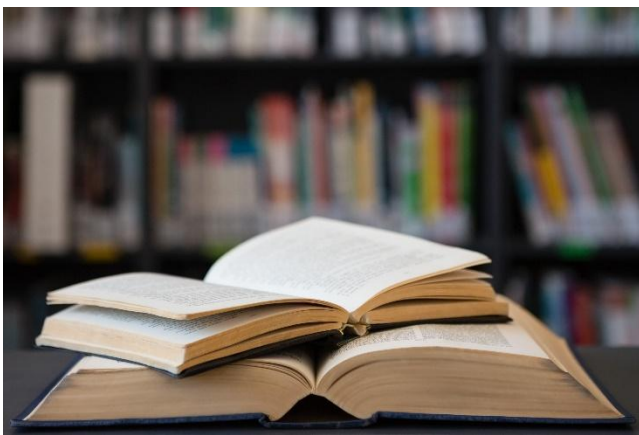




# General Overview

*This section outlines the purpose of the release notes and provides essential information to guide users through the key updates, installation considerations, and supporting resources for DXC Assure Claims v25.2.*

## Document Purpose



This Release Notes document contains descriptions of the Improvements & Enhancements and Compliance and Regulatory Update introduced in DXC Assure Claims' release version 25.3.

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. Click [here](#) to visit Claims Microsite.



# General Advisory

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Please go through the following documents/sections on the [Claims Microsite](#) for information and advisory before installing/upgrading to [DXC Assure Claims v.25.3](#):

- [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.25.3).
- 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 a better experience and optimum utility.



# Executive Summary

*This section of the Release Notes outlines the key improvements and enhancements introduced in DXC Assure Claims v.25.3. Reflecting DXC Technology's unwavering focus on customer-centric innovation, this release delivers meaningful advancements designed to enhance usability and maximize value for insurers.*

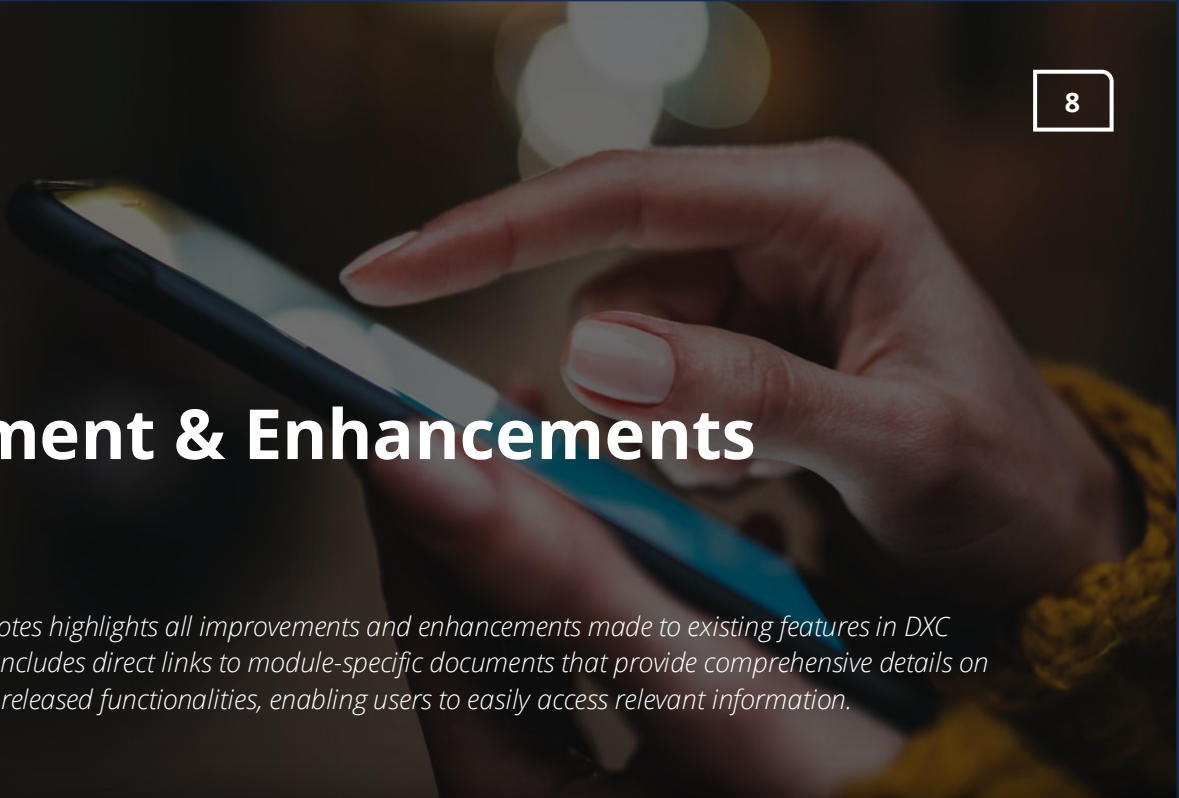
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At DXC Technology, our customer-centric approach fuels innovative solutions that empower the insurance industry. By harnessing the latest advancements in technology and industry best practices, DXC Assure Claims Version 25.3 delivers intuitive, cutting-edge tools designed to optimize workflows, enhance collaboration, and drive superior outcomes for insurers and their stakeholders.

The **Messages (Texting) Module**, now **Generally Available (GA)** in v.25.3, has evolved from its beta release in v.24.4 through incremental enhancements in v.25.1 and v.25.2, offering a robust and secure, real-time SMS communication solution for key entities in a claim. Notable updates include **attachment support on the mobile reply screen**, **automatic population of these attachments in the Attachments window**, and **Diary Notifications for incoming replies**. These refinements streamline cross-entity interactions, accelerate response times, and empower adjusters to manage complex exchanges more efficiently, ultimately reducing delays in claims processing.

To foster a unified brand identity across DXC's insurance portfolio, version 25.3 introduces the **first phase of a new UX style and branding initiative**. The application now includes a **new theme color option** (a shade of blue), that enhances its visual appeal. Theme colors are now consistently applied to the login and landing screens, ensuring a cohesive experience from the outset. **Toast message notifications** have been redesigned and uniquely color-coded, while **toolbar buttons** feature a more refined appearance. Finally, version 25.3 includes a **new application-wide footer** displaying the logo, DSN, and View (PowerView) details.





# Improvement & Enhancements

*This section of the Release Notes highlights all improvements and enhancements made to existing features in DXC Assure Claims v25.3. It also includes direct links to module-specific documents that provide comprehensive details on both current and previously released functionalities, enabling users to easily access relevant information.*

## Messages (Texting) Module is now Generally Available (GA) \*

With the release of DXC Assure Claims v.25.3, the Messages (Texting) Module is now Generally Available (GA), delivering a fully supported, secure, and real-time SMS communication solution for all parties involved in a claim (e.g., Adjusters, Insureds, Claimants etc.).

Evolving through releases 24.4 to 25.3, this production-ready feature streamlines claims management for greater operational efficiency, accelerates resolutions by enabling real-time communication and document accessibility, and fosters stakeholder collaboration while ensuring compliance with industry standards.

**Procurement Info**  
\* Click [here](#) for details.

The following are the new capabilities that have been added to the Messages (Texting) Module in this GA Release version:



## Attachment Support in the Messages (Texting) Module

This release enhances the **Messages (Texting) Module enabling** seamless mobile and desktop communication with **support for attachments** (up to 10 GB each). You can now include real-time photos and videos as attachments. Distinct file-type icons and dedicated download buttons simplify access, while duplicate files are automatically renamed with timestamps to keep everything unique and organized for efficient claims processing and attachment management.

## Automatically Adding Incoming Message Attachments to the Attachments Window

This release enhances document management by automatically **appending incoming attachments** from Messages (Texts) **to the Attachments window** via a background job. You can categorize attachments using distinct labels (e.g., Attorney Letter, Police Report etc.), streamlining claims processing with efficient and organized access to files.

## Diary Notifications for Incoming Messages (Texts)

The release introduces Diary Notifications, **automatically generating diaries for incoming messages** using a background job. You can choose who gets these notifications, like the person who sent the last message, the main person handling the case, or a specific person or team. These notifications include links for respective claim files for easy access and quick action as needed.

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### Note:

In compliance with TCPA and CITA regulations, DXC Assure Claims will introduce **user-friendly opt-in and opt-out choices for text messages in future releases**. Users can consent to receive texts or discontinue them anytime, ensuring privacy and regulatory adherence.

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For details on v.25.3 enhancements, refer to the Messages Module documentation (page 33 onward) click [here](#). For a complete overview of features from v.24.4 onward, see page 4 onward.

# Implementation of New UX Style Guidelines (phase 1)

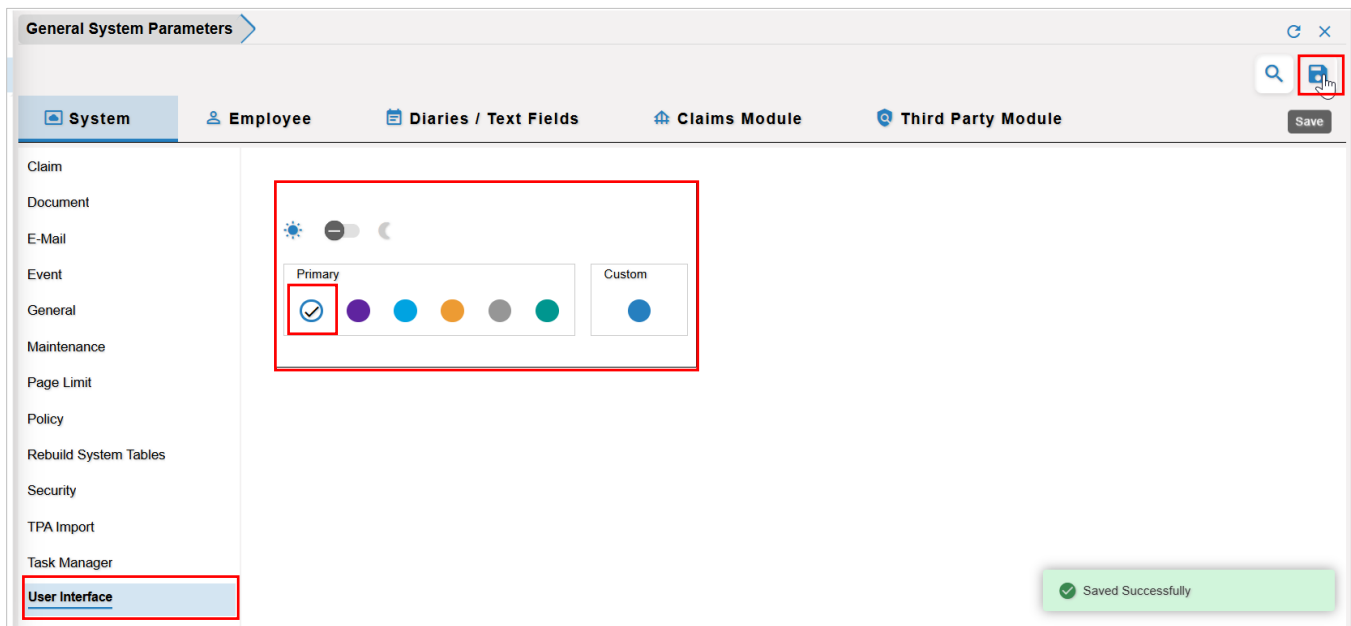
DXC has introduced **New UX Style Guidelines**, a comprehensive set of design principles to ensure a consistent, accessible, and modern user experience across all DXC insurance products. These guidelines have been applied to DXC Assure Claims to achieve **unified branding, visual coherence, and enhanced usability** across all zones in Assure Claims (Dashboard, Claims, Configuration Manager, Maintenance, and Security).

The following updates have been introduced in release 25.3:

## New Theme Color Addition

DXC Assure Claims v.25.3 **introduces a new shade of Blue as a Primary Theme option**, accessible via the User Interface node under the System tab in General System Parameters. Users can apply this theme to refresh the application's visual style, reinforcing DXC's unified branding and enhancing visual appeal.

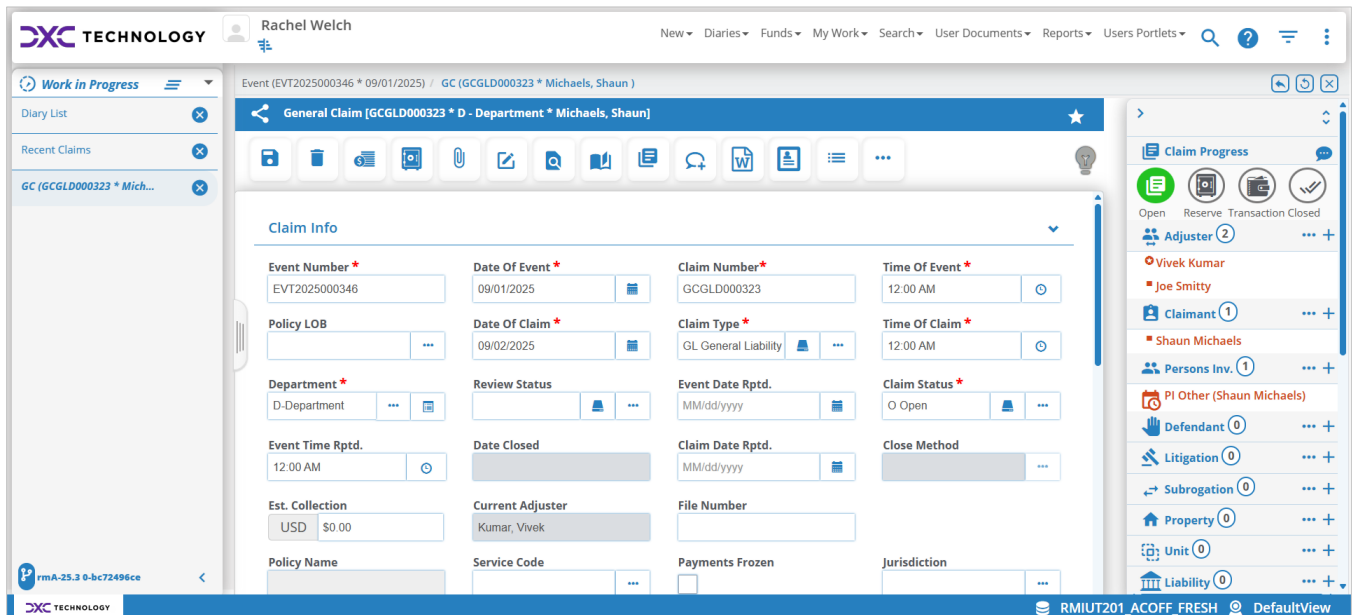
DXC Assure Claims screen



(Fig.1)

This new theme color is available alongside the existing palette options. To enhance the application's visual appeal and align with the updated branding, simply select this new theme and **Save** your changes.

### DXC Assure Claims screen



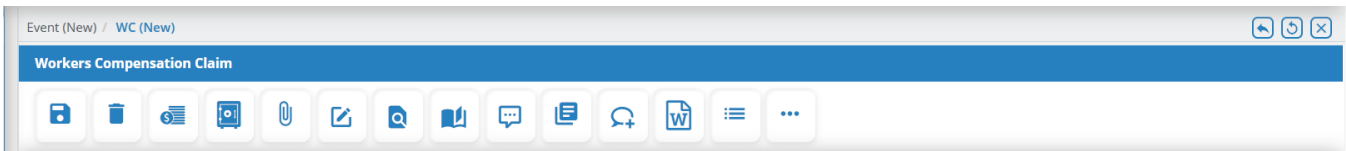
(Fig.2)

The theme color now seamlessly extends to the login and landing screens, ensuring a unified, visually consistent experience from entry while reinforcing brand identity with a polished tone.

## Redesigned Toolbar Icons

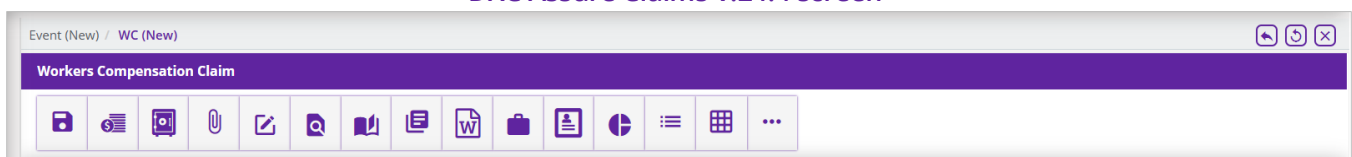
The **toolbar has been visually refined** to align with the new UX Style Guidelines. Updates include modern outline-based icons with consistent stroke weights, increased spacing, and subtle drop shadows. These refinements deliver a sleek, uncluttered appearance, as illustrated in the comparative screenshots of v.25.3 and v.24.4.

### DXC Assure Claims v.25.3 screen



(Fig.3)

### DXC Assure Claims v.24.4 screen



(Fig.4)

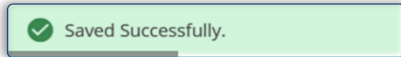


## Newly Designed Toast Message Notifications

**Toast Message notifications** have been completely redesigned and now feature distinct colors for **Success**, **Warning**, **Error**, and **Info** to comply with the new UX Style specifications.

While the visual styling has been refreshed to make alerts more engaging and easier to identify, the actual messages displayed remain unchanged from previous versions.

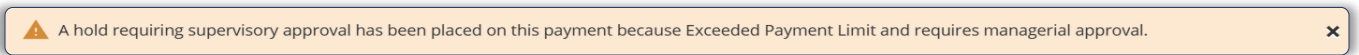
### Success



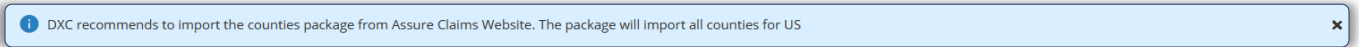
### Error



### Warning



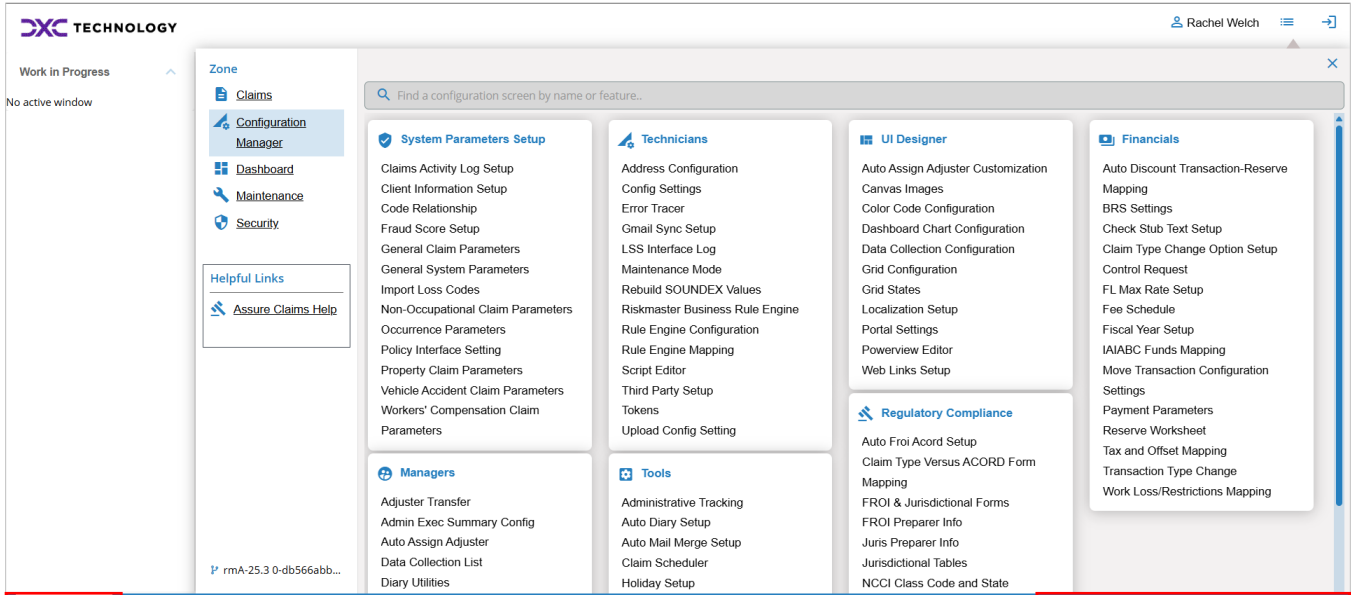
### Info



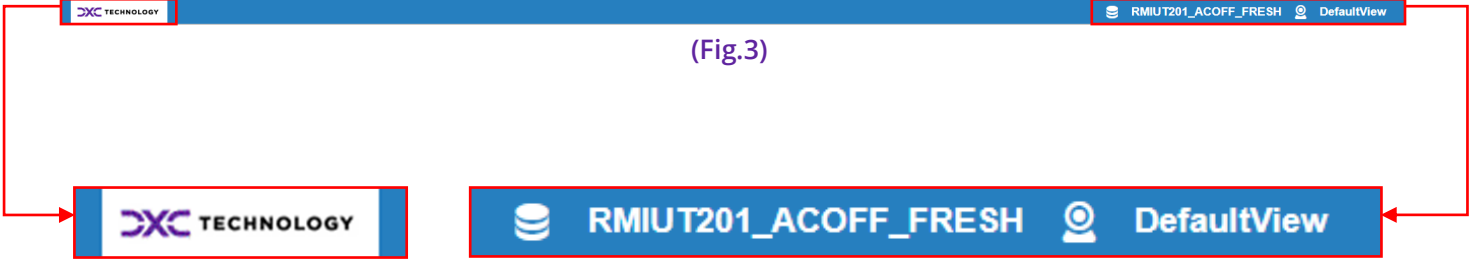
## Standardized Application Footer

A new standardized footer has been introduced across all application zones, featuring a **logo** on the left and **DSN** and **View** (Powerview) name on the right. Previously located in the left-hand pane, DSN and Views information is now centralized in the footer, enhancing visibility and providing a cleaner, more consistent user experience.

### DXC Assure Claims v.25.3 screen



(Fig.3)



# 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 Module/Feature Procurement Information



Modules/Features marked with an asterisk (\*) may require additional costs, consulting, agreements, or licensing. For further details, please contact the DXC Assure Claims Support Helpdesk or your DXC Assure Claims Sales Representative.

Click [here](#) to return to the [Messages \(Texting\)](#) Module.

## Critical Information for Customers Using Oracle Environments

Starting with DXC Assure Claims v.22.3, the Oracle 19c Client for Microsoft Windows x64 (64-bit) is a mandatory prerequisite for deployment on Application Servers. Oracle Database Client versions 12c and earlier are not supported for DXC Assure Claims v.22.3 and later.

Click [here](#) to download Oracle 19C Client installer.

# API Licensing

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





Event



General Claim



Non-Occupational Claim



Workers' Comp. Claim



Vehicle Accident Claim



Life Claim



Property Claim



## 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://dxc.com).

## Assure Claims Support Helpdesk

**Phone:** 1-877-275-3676

**Email:** [risksupp@dxc.com](mailto:risksupp@dxc.com)

EXPLORE DXC INSURANCE SOFTWARE

