PCRS

Policy Claim and Reporting Solutions™

ADMINISTRATION SOFTWARE

PCMI | Your Technology Partner

CLAIMS AUTOMATION

Hosted by: Greg Kasprzycki - COO

pcmicorp.com

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OUR 3 OFFICES

KRAKOW
Poland

CHIANG MAI
Thailand

CHICAGO
Headquarters

PCRS STATS

16k+

DEALERSHIPS USE PCRS
in US + CANADA

46m+

CONTRACTS PROCESSED

23m+

CLAIMS PROCESSED

OUR CUSTOMERS

- OEM

- TPA

- Dealer Groups

- Independent Dealers

- Powersports

- RVs

PCMI – YOUR TECHNOLOGY PARTNER

SaaS
Software as a Service

- ✓ We take care of installation
- ✓ Software updates
- ✓ Hosting of the solution

PaaS
Platform as a Service

- ✓ Allows for customization
- ✓ Meet unique needs of our customers
- ✓ Competitive Advantage

CLAIMS AUTOMATION

- Well defined workflow process
- Consumer Portal – easy to use – mobile + desktop
- Processing time reduction – average time reduction of 50%
- Fully Customizable Notifications – 100's of triggers available
- 100% electronic documents gathering
- Lender Portal – simplify information exchange with Financial Institutions

TYPICAL CLAIM WORKFLOW - VSC

SERVICE CENTER –DEALERSHIP/OTHER

1	2	3	4	5
Service Adviser	**Phone Call**	**Wait Time**	**Adjudication Process** (Claim Adjuster)	**Decision** (4-15 min, only during business hours)

- Is there a way for improvement?
- Can we simplify this process?
- Can we decrease the wait time to get decision?

CLAIMS AUTOMATION - SETUP

- Configure unique authorization profiles

- Dealer and product specific – component based

- Allow self-authorization based on $$$, labor time, parts, & photo submission requirements

- Automatic part cost verification with our part cost providers

- PPM – make/model specific configuration for reimbursements and pricing

- Realtime Payment based on configuration and status of the dealer

CLAIMS AUTOMATION – VEHICLE SERVICE CONTRACTS

- Online entry – already in production for 3 years

- Online decision – 4-step process

- Real-time decision

- Eliminate approval/authorization of repetitive claims

- Eliminate 30% of calls for the common day-to-day repairs

- Allow Adjusters to focus on more complex claims

CLAIMS AUTOMATION

- What's Force?
- Switch to live demo
  - GAP Consumer Portal
  - Claims Workflow
  - Claims 4-step Authorization

?

Q&A SESSION

WANT TO LEARN MORE?

SCHEDULE
A DEMO

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