Suppliers Secure Mail

Managing & securing communications with claims related service providers

Insurance Carriers and MGAs:

- **Are you weighed down by the paper trail to your service providers?**

- **Do you send sensitive claims related information via email?**

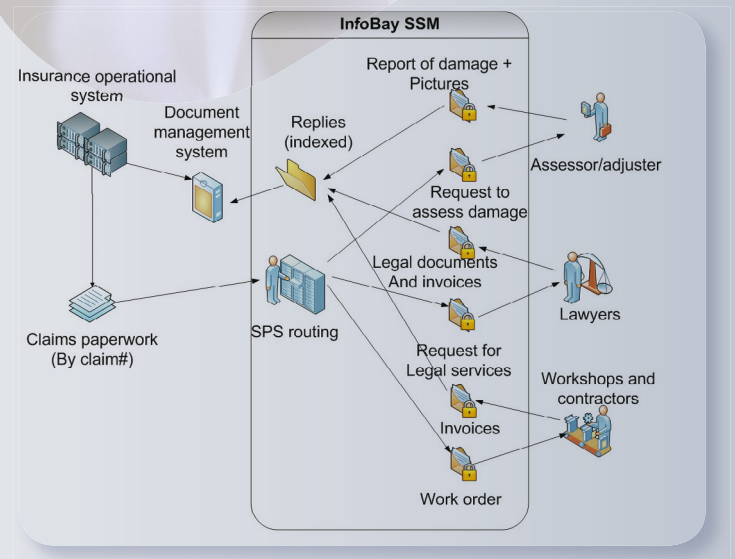- **Are you worried the files you are sending simply aren't secure enough?**

As an insurance carrier, broker or MGA, your claims management process is the one with the least room for error. On a daily basis you need to send and receive volumes of sensitive information to appraisers, investigators, lawyers, contractors, hospitals, garages and many others, while embedding it into each of the claims business processes. This information requires an appropriate level of security; regular email just won't do!

Introducing InfoBay SSM
Suppliers Secure Mail Solution

InfoBay SSM allows insurance carriers to share sensitive information with their claims related service providers, by creating a direct and easily accessible channel of communication between the back-office systems and the suppliers. InfoBay SSM maintains the same strict level of security enforced within the local network, when dealing with service provides outside the network.

InfoBay SSM provides the tools that enable suppliers to interact with the company and upload information (reports, photos, invoices, etc.) back into the claims database, without being required to connect to the company's internal network.

Creating a process that is automated and therefore more efficient, lets insurance carriers feel confident they are providing improved, more secure service to their service provides.

InfoBay SSM

- Insurance operational system
- Document management system
- Claims paperwork (By claim#)
- SPS routing
- Replies (indexed)
- Report of damage + Pictures
- Request to assess damage
- Legal documents And invoices
- Request for Legal services
- Invoices
- Work order
- Assessor/adjuster
- Lawyers
- Workshops and contractors

How **It Works**

InfoBay SSM securely transfers electronic information from the insurance carrier's claims system within the network, to independent suppliers on the outside. The information carries a claims related identification tag, with the reply carrying the same tag in order to be identified by the system and routed back into the claims database.

This way, rather than sending the sensitive information and loosing track of its future activities (forwarded, copied, edited, etc.), InfoBay SSM lets insurance carriers publish the data in the supplier's mailbox, making it accessible only to the specific supplier while leaving complete control of the documents in their hands.

All user activities are then monitored to enforce user limitations (view, download, forward etc.) and provide the organization with 'proof of delivery' as well as a detailed audit trail.

Features:	Benefits:
Direct connection via API to the claims management module	Enables transfer of 90% of the data to service providers via batch processes
All information sent carries a claim number identification tag	Enables automatic routing of all replies (and uploaded data) into the claims database
Information is published via secure channel	Enables full control over the data including access management and rolling back of errors
The information cannot be forwarded or downloaded (optional)	Insures information published to service providers will not 'leak out'
ALL information sent through the system is encrypted and stored locally	Information cannot be pulled out of the system, even in cases of a physical breach

Other InfoBay applications:

InfoBay ASM
Agents Secure Mail
Securing communications between your systems and your agents

InfoBay CSM
Customers Secure Mail
Secured & verified communication with customers

About comtec

Comtec was established over 30 years ago and has a proven success and track record delivering dozens of solutions to leading global clients in the US and Europe.
Comtec is part of the largest IT group in Israel - Malam Team Group

Comtec's vision is to provide strategic insurance software solutions and services to the Insurance Industry, while maintaining close relations with their target markets.
With a focus on excellence and integrity, Comtec operates in the best interests of its clients and pride itself on their innovative TIS (Total Insurance System) an end-to-end solution for insurance carriers and InfoBay, a leading secured communication management system.
Comtec's insurance software has been endorsed by leading industry analysts and enjoys a large loyal customer base.

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