

Press release

Editorial office:
Mark Johanni

NOVUM GmbH
Nordostpark 51
D-90411 Nuremberg

Phone. +49 911 23990-170
mark.johanni@novum-rgi.de

V.i.S.d.P.: Michael Kraus
CEO

Nuremberg, 07/01/2020

New tool for virtual claim assessment as SaaS solution saves costs and time

By cooperating with U-centrix, a Slovenian software provider for cloud based solutions, NOVUM-RGI expands its SaaS offer for insurers on the NOVUM Cloud Platform with a cost-saving, live-video collaboration tool for remote loss adjustment and on-site inspections.

5

Due to the corona crisis, social distancing is currently enormously important. Nevertheless, insurers must find ways to continue to examine and assess claims for automotive and property damage during claims settlement. Evaluation of damages can now be done easily remotely. Aestimo is a Skype-like tool that enables on-site damage evaluations instantly no matter the distance. With Aestimo from U-centrix as an SaaS solution on the NOVUM Cloud Platform, NOVUM-RGI offers insurers a simple solution which enables the fraud-proof evaluation of claims even without an expert on-site. This not only protects the people involved in assessing the damage, but also reduces costs and increases customer satisfaction.

10

15

Instead of having an on-site expert witness, insurers can safely and quickly conduct damage assessments together with the insured via interactive live video call. This does not require any changes to the general handling processes, except that the type of damage assessment is extended by an option that also benefits the insured and saves costs for the insurer. The transparent integration into the process increases customer confidence. In contrast to common video-conferencing methods, an app installation is not necessary, which enables a 1-click convenience for customers.

20

25

The secure live video call is started by an encrypted link that the policyholder receives from the insurance employee via SMS. Within just a few minutes, high-resolution photos of the damage are taken jointly and then transmitted to the insurer via a secure connection. This makes the handling process more efficient and reduces customer waiting times. Avoiding incurred experts' fees and travel costs makes the settlement process much more cost-effective and the pay-as-you-go pricing model of the NOVUM Cloud Platform means that only the services actually used are paid for.

30

Press release

With the worldwide unique security and compliance concept of the NOVUM Cloud Platform, insurers both meet the highest security and compliance requirements using the SaaS solution in the cloud and fulfill all regulatory requirements.

2.430 Characters, including spaces and headline (without caption)
Casting free of charge. We are pleased about a copy!

NOVUM-RGI develops innovative software solutions for the international insurance market, interdisciplinary in Central Europe, according to the quality standard "Made in Germany". With more than 25 years of experience in the development and introduction of future-oriented IT solutions, NOVUM-RGI has proven methods and procedures for a secure, risk-minimized and cost-efficient introduction of its multi-award-winning software solutions of the V'ger product family. NOVUM-RGI develops both specialist standard software and individual solutions for insurers, financial service providers and FinTechs. Based on the multiple award-winning NOVUM Cloud Platform, third-party applications can also be used as a SaaS solution. Since 2019 NOVUM is part of the RGI Group, an independent software provider and European market leader in the field of digital change of insurance companies. More than 1,000 professionals work at 21 locations in Italy, France & Luxembourg, DACH & Slovenia, Ireland, and the North African region. NOVUM-RGI employs 150 people in the DACH region in Nuremberg, Cologne, Salzburg, Vienna, Maribor and Zurich. novum-rgi.com

U-centrix specializes in custom software including cloud-based systems, signal processing, and mobile development that seamlessly integrate into a company's existing processes. The company uses tried and tested techniques to research and pinpoint their clients' specific pains, including those they themselves may not actually be aware of, and solve them by developing tailored, cutting edge tools which put an emphasis on their ease of use and business viability. Starting out as a startup in Maribor, Slovenia in 2015, U-centrix has since evolved into a company that has consulted and collaborated with acclaimed companies such as SavaRe, Kolektor, Logicdata, and Palma on digital solutions that innovated their processes and increased productivity. u-centrix.com