



IBM **Information Management** software

## enChoice (fka ICI Solutions, Inc.) KwikWork® BPF 4Claims

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### Partner Solution

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■ **Target Industry**

*Insurance*

■ **Business Application**

*Departmental Processing*

■ **Products**

*IBM FileNet Business Activity*

*Monitor*

*IBM FileNet Business Process*

*Framework*

*IBM FileNet Business Process*

*Manager*

*IBM FileNet Capture*

*IBM FileNet Content Services*

*IBM FileNet Content Federation*

*IBM FileNet Content Manager*

*IBM FileNet Document Publisher*

*IBM FileNet eForms*

*IBM FileNet Forms Manager*

*IBM FileNet Image Services*

*IBM InfoSphere Content Collector*

*IBM InfoSphere Enterprise Records*

### Business Challenge

Today, many insurers are hindered by unmanaged content that is housed in disparate systems, which impedes collaboration and overall decision-making and renders organizations vulnerable to non-compliance risks, higher legal discovery costs and failure to meet service level agreements (SLA).

Process controls are essential, not only to adhere to regulatory compliance mandates, but to combat claims leakage. It is estimated that penalties and overpayment of claims amounts to millions of dollars a year in losses within the industry.

Having a view of end-to-end processes is not just “nice to have,” anymore — it’s essential.

### Solution

KwikWork BPF 4Claims is a configurable solution that bridges the gap among disparate systems — including enterprise content management (ECM) and adjudication systems — and expedites deployment of processes that span across multiple departments.

The solution leverages sophisticated business process management (BPM)

capabilities to speed the processing of claim forms, facilitate case management activities, and support the automatic adjudication of claims.

Rapidly deployable, KwikWork BPF 4Claims integrates people, processes and content to promote greater process efficiencies and improved customer service levels, while providing a framework for regulatory compliance.

Managing a multitude of ingestion techniques (e.g., paper, digital, EDI, forms), KwikWork BPF 4Claims enables straight-through processing (STP) while providing a single user interface to manage exceptions (“pended claims”).

enChoice’s KwikWork BPF 4Claims boasts such features as: rules based adjusting (eligibility, reserves, fraud), portfolio view (manage case load), parallel routing (subrogation, COB, Med Review), form letter integration (bar-coding) and the management of turnaround documents. In addition to a diary function that facilitates collaboration, redaction and content versioning and an audit trail enforcing HIPAA and SOXA regulations.

The KwikWork BPF 4Claims solution leverages a unique “point-and-shoot”



user interface that is fully configurable and is designed to present the appropriate information and functionality that is required for that department, role or individual.



## Value Proposition

KwikWork BPF 4Claims improves workflow, dramatically reducing administrative costs and improving cycle times so SLAs can be consistently met. Increased process visibility enables process bottlenecks to be addressed faster for improved operational efficiency and productivity. Centralized access to all relevant information enables faster, more accurate processing and enhances decision-making, collaboration and customer responsiveness. By eliminating manual processing, KwikWork BPF 4Claims enables insurers to dedicate more time to higher-value activities, such as fostering stronger relationships with brokers, customers and other outside entities — or to strategic product development to enhance market competitiveness.

The solution also helps ensure compliance with the Sarbanes-Oxley Act, HIPAA and other federal and state mandates through the automatic enforcement of information security protocols, analysis of day-to-day business processes and auditing and reporting capabilities.

The unique user interface of KwikWork BPF 4Claims expedites deployment by removing customization requirements and simplifying training and support of the solution.

## Company Description

Uniquely and distinctly, enChoice is a leading mid-market, cross-brand solution provider and integrator for IBM Automation & Security, eBusiness and Enterprise Content Management solutions. As an IBM Software ValueNet Business Partner with 130+ certifications, 200+ implementations, a world-class Support Services organization with over 80 long-term customers, an award-winning ISV with KwikWork® “Universal User Interface,” and over 100 combined years of experience across the leadership team, enChoice embodies and delivers success. We achieve this through our holistic approach, innovative solutions, real-world experience, and superior maintenance and support in the IBM ECM, WebSphere, Lotus and Tivoli arenas.

Headquartered in Chandler, Arizona, enChoice maintains a regional office in Miami and nationwide sales coverage from locations in New York, Massachusetts, North Carolina, Indiana, Texas, and California.

*For more information, please contact:*

Wally Bitaut  
+1 888 82-IMAGE x145  
wbitaut@enchoice.com

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3565 Harbor Boulevard  
Costa Mesa, CA 92626-1420  
USA

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