



Wireless Edge (WeDGE)

A Real Time Video-Audio Solution that saves you money and yet increases your customer satisfaction index!

**INDUCING EFFICIENCIES IN INSPECTION & CLAIMS MANAGEMENT
FOR THE GENERAL INSURANCE INDUSTRY**

Introduction

Imagine a scenario wherein you increase your customer's satisfaction levels and at the same time significantly reduce your operational costs – ***is that just a hypothetical dream or could it be a reality?***

What if we suggest that we do have the ***magic wand enabled with a technology*** that could transform the way you do business today and help you differentiate in the marketplace?

Business Need

One of the key challenges for you is trying to maintain a balance between costs attached to claims assessment and processing efficiency which directly impacts client satisfaction levels.

Two key levers driving client satisfaction & claim processing:

- Proper assessment during under writing and issuance of the policy
- Assessing the actual claim vis-à-vis the policy of the claimant



The dichotomy lies in the **assessment quality vs cost** analysis of on-field surveyors. Senior tech experts with the ability to ensure proper assessment are too expensive an investment to meet the headcount of surveyors required to meet claim demands at all sites to be surveyed.

The above results in revenue leakage for the company and delay in issuance and claim process leading to unsatisfied customers.

Our Magic Wand for your Business: WeDGE

We help you **profitably balance quality vs cost** with a simple, easy to use cloud based enterprise mobility solution that provides real-time two-way video and audio transmission feature to:

- **Empower a technical expert** in a central location to collaboratively work with the on-field resources (assessor or customer) and make a correct assessment, validate the damage and the resulting claim
- **Reduce costs** attached to investing in an army of skilled experts on the ground without compromising on the quality of assessment.

The solution can also be extended to garage users, agents, and even end customers for self-servicing.

The real-time, low bandwidth, video-audio solution empowered by WeDGE – the mobility platform of TCG Digital, can be customized and integrated with any existing application of your company. It ensures quality and effective insurance claim assessment and makes the process more efficient and productive in a faster and cost-effective way.

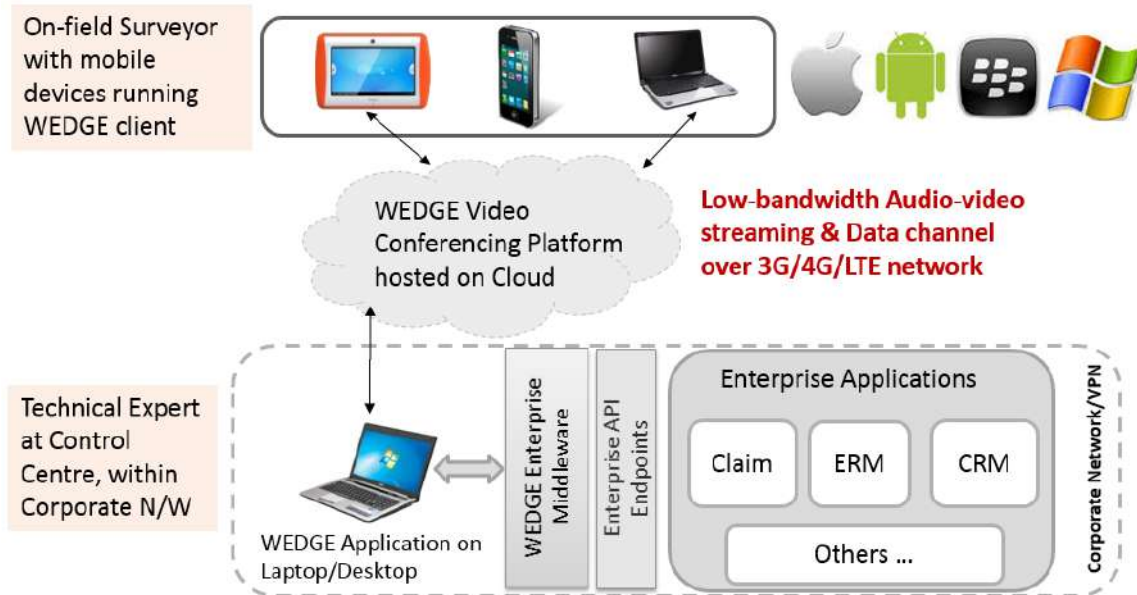
INSURANCE
PROCESSES
MADE MORE
EFFICIENT AND
LESS ERROR
PRONE

Sample Business Cases

- **Auto Insurance**
 - Inspection for new policy or renewing existing policy
 - Inspection for claim processing
- **Commercial properties, buildings and warehouses**
 - Pre-Inspection for new policy or renewing existing policy
 - Inspection for claim processing and loss estimate
- **Shipment/Cargo:**
 - Primarily inspection: Cases like insured cargo, maintenance of cargo, cargo damaged etc.

Functional Architecture

The WEDGE Client App residing on the mobile device of the on-field surveyor and integrated with the Insurance IT system will communicate over a low-bandwidth channel with the WEDGE Application of the technical assessor on need basis as per the work flow defined for the insurance process to achieve the desired objectives



PROVIDE
CONFIDENCE TO
CUSTOMERS
AND
AUTOMOBILE
MANUFACTURERS

Salient Features

Real time capture of operations

- Two-way real time video and audio streaming
- Support for multiple video resolution and low light conditions
- Supports auto-focus, zoom in-zoom out, landscape-portrait etc
- Allows on-line snapshots of the moving video
- On-line tagging video and snapshots with texts
- Enterprise grade messaging interface across multiple channels
- Full HD capability and can be extended to multiple party conferencing

Storage and Archiving

- Recording, archiving and retrieving of video and audio files
- Use Loss-less compression tools (open-source/commercial) to compress archived Image & video files for future storage in cloud.

Ease of Integration

- Flexible API interface for easy integration with external systems using standardized protocols

Deployment, Security and Ease of Use – ANYTIME! ANYWHERE!

- Scalable, high-availability and reliable deployment in cloud or on-site
- Works in low-bandwidth conditions
- Runs on popular Browsers
- Supports all common Operating System
- Encrypted and secured communication protocol

Business Benefits

Better real-time inspection for assessment of the insurance

Effective assessment of the damage and the claim and reduce revenue leakage

Make the under-writing and claim process faster and bring more efficiency and transparency

Record and archive visual records to manage business risks

Value Addition in Implementation

- ✓ Quick enterprise roll out by customizing the base solution
- ✓ Get the confidence by a free pilot for your selected users
- ✓ Flexible API enables fast integration with your core systems

Licensing

- ✓ Pay once, use for life: Perpetual license with AMC

Flexibility

Enterprise

User-based

Transaction-based

GLOBAL OFFICES

USA
SOMERSET, NJ
CHICAGO, IL
INDIA
MUMBAI, MH
KOLKATA, WB
GURUGRAM, HN
UAE
DUBAI
ASIA PAC
SINGAPORE

TCG Digital helps build the Modern Digital Enterprise of Tomorrow leveraging analytics, cyber security, mobility and automation solutions. We have been razor-focused since 1999 on delivering business value enabled with technology. Our global clientele spreads across North America, Latin America, Europe, the Middle East, Asia Pacific, and Africa