IBM `Information Management` software

Pyramid Solutions
Pyramid Claims eXpeditor (PCX)

Partner Solution

■ *Business Application*
Cargo Claims Processing

■ *Target Industry*
Travel and Transportation

■ *Products*
*IBM FileNet Business Activity
Monitor
IBM FileNet Business Process
Manager
IBM FileNet Content Federation
Services
IBM FileNet Content Manager
IBM FileNet eForms*

PYRAMID SOLUTIONS

Business Challenge

The transportation industry does a great deal to keep the economy moving; however, recent economic woes are doing their part to sideline many transportation companies. As consumer spending and manufacturing output declines, the transportation industry is experiencing a direct decrease in revenue streams. The rapid rise in fuel costs is forcing the transportation industry to search for additional cost savings throughout its business operations.

What's more, the cost of doing business for transportation companies continues to rise. The escalation of insurance premiums is driving up operating costs. Additionally, the transportation industry is being challenged to address new environmental standards and regulations, which also contribute to higher operating costs.

To remain viable in this very challenging and competitive business environment, the transportation industry must look for initiatives to increase efficiencies and reduce operating costs.

Key areas of focus include:

• Streamline claims processing and reduce costs;
• Exceed customer expectations by processing claims faster and more accurately;
• Reduce claim leakage while monitoring for fraud; and,

• Increase management visibility into the claim process and improve auditability to support regulatory requirements.

Solution

Pyramid Claims eXpeditor (PCX) is an advanced Business Process Management (BPM) solution that gives transportation companies the power to truly revolutionize claims processing. It provides a single, seamless, highly intuitive paperless environment that makes it easier, faster, and less expensive to process claims and enables companies to deliver truly exceptional customer service.

PCX utilizes IBM Enterprise Content Management (ECM) and BPM technology to provide a single user interface to integrate work distribution and routing with an electronic claim folder that consolidates pertinent information from claims systems, contract management systems, service level agreements and customer databases.

Key features of the solution include:

• Highly Configurable User Interface – easily maps to customers' unique business processes and standards.
• Electronic Claim Folder – provides simple and organized access to electronic claim forms and supporting documentation.

- Role and Step Based Filtering—simplifies work assignment based upon business criteria providing a tailored user interface for each unique role and step in the process.
- Single View of Content—the PCX Content Center combines data from various sources—CRM, Contract Management, Service Level Agreements and Claims Management Systems—providing users with the right data at the right time.
- Compliance Checklist—helps ensure compliance with business and regulatory requirements, by maintaining a checklist of tasks completed by users; this also supports fraud detection and facilitates training of new users.
- Automatic Notification or Request for Information – notifies customers and workflow participants regarding claim status.

Value Proposition

Transportation companies use PCX to enforce standardized processes and best practices, creating operational efficiencies that drive out costs and boost productivity. As throughput increases, the time from notice of loss to resolution shortens, helping companies meet or exceed service level agreements and improve customer satisfaction. Better management visibility into the cargo claim process ensures adherence to regulatory compliance while enhancing fraud detection capabilities and control of claims leakage. PCX also supports green initiatives, as paper is eliminated from the claims process.

Company Description

Pyramid Solutions, Inc, an IBM Software ValueNet partner, specializes in enterprise content management and business process management technologies, that resolve today's challenges with best-in-class, grow-for-tomorrow solutions. With its unique combination of strategic thinking, technology leadership and industry expertise, Pyramid Solutions routinely helps companies solve operational and technology challenges and deliver visionary solutions that produce exceptional results.

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