

Process Acceleration for Property and Casualty Insurance

TAP Workflow Automation is the scalable, low-code, streamlined solution for Legal and Claims Professionals



Legal staff counsel and claims teams want a better way to seamlessly collaborate, increase visibility and efficiency, cut costs, and provide a better claims experience for their customers. TAP Workflow Automation from Mitratesch is exactly the **proven, flexible solution you need** to deliver all of the above.

With TAP, you'll replace outmoded, error-prone, and cost-heavy manual processes that rely on static documents and email; instead, you'll be able to create dynamic smart forms and accurate, automated workflows that'll drive huge gains in managing claims litigation while accelerating the overall process.

Solutions like TAP are why Mitratesch already provides legal solutions for **50% of the Top 20 P&C insurers**, supporting both claims litigation and in-house legal from a single unified platform.

“*Not only does workflow automation save time and money, it has changed the way we do business. It allows us to create processes that are streamlined, which has helped our company embrace digital transformation.*”

CONNIE BRENTON

Senior Director of Legal Operations

Why Insurers turn to TAP:

- Quick adoption, drag-and-drop ease-of-use, customizability, and seamless integration with existing platforms.
- TAP shortens the claims lifecycle by capturing and delivering all relevant information to the right people at the right time.
- A P&C Insurance Claims Portal enables collaboration between staff counsel, claims professionals, and outside parties.
- Automated digital collaboration on forms and documents with both insureds and counsel.
- Mitratesch workflow templates specifically designed to help with claims and coverage portals.
- Rapid ROI from immediately automating high-volume processes such as NDAs.
- Staff are freed from repetitive tasks to focus on high-value work.

Transform Process and Collaboration with TAP

Today, insureds expect a modern claims experience, regardless of litigation. And your corporate clients appreciate your ability to deliver it, too. Mitratesch helps you provide it with uncommon P&C insurance features of TAP Workflow Automation like these:

P&C Insurance Claims Portal

Staff counsel and claims professionals often need to work with different teams within the company and with external parties to collaborate in managing escalations and pending litigation.

- A P&C Insurance Claims Portal, powered by TAP, creates a central place where you can manage automated interactions between internal teams, outside counsel, and insureds.
- The process becomes smoother and faster: you're able to reduce the claims lifecycle by reducing back-and-forth communications arising when information hasn't been captured or is otherwise incomplete.

Coverage Opinions Workflow Template

- Using an online form, the Claims Adjuster fills in all relevant details about the claim being worked including an initial coverage opinion.
- The form's embedded conditional logic, based on the line of business such as personal or commercial auto, motorcycle, homeowners, renters, or personal liability/umbrella (and which state the insured lives in) ensures the right information is captured and the request is routed to the appropriate manager for review.
- If approved, it's sent to the proper attorney at the right time. If rejected by the attorney, requests go back for clarifications, and approved requests receive a coverage opinion, partial coverage with comments, or a note from the attorney.

Automated Forms and Insured Interactions

- Any repeatable form that is commonly used with insureds, such as claims interviews, release forms, power of attorney forms, and documents that require electronic signature can be automated with TAP.
- Your clients can also embed workflows as part of their existing claims website offerings to insureds.
- Digital automation of these interactions speeds the claims process and improves the insureds' experience.

Other high-value TAP workflow templates for insurance companies:

- ✓ NDA Requests
- ✓ Legal Ops Self-Service Portal
- ✓ Vendor Onboarding

How you'll benefit from TAP:

- Speed time-to-settlement, reducing litigation risk and exposure.
- Removes the need for inefficient back and forth fact-finding interactions between your claims adjusters and legal.
- Oversight of claims and litigation work allows you to effectively allocate disputes among staff and outside counsel to reduce costs.
- Improves efficiency and record-keeping and the claims experience for involved parties.
- Automated notifications and alerts ensure timely participation.
- Centralized dashboard and audit trail for tracking and auditing in-progress and finished steps drive better governance and compliance.
- Flexible design elements allow for alignment with company brand policies.