

The logo features a large blue hexagon with a green-to-blue gradient border. Inside the hexagon, the text 'Faktor-ICS' is written in white. 'Faktor-' is in a sans-serif font, and 'ICS' is in a larger, bold, sans-serif font.

Faktor- ICS

Insurance Claims System

CLAIMS SYSTEM

Modern claims management for insurers

F10



WHY USE FAKTOR-ICS?

Our Faktor-ICS claims management system enables insurance companies to sustainably optimize claims management – from the initial recording, through coverage verification and claims processing up to the regulation of the benefit promise. Thanks to claims processing without media discontinuity and seamless integration of product and contract data, the use of our claims management

software offers immense savings potential for your insurance business and a fast time-to-market for new insurance products. Our claims system is always ready when your insurance product is. In addition, the claims system enables direct linking of apps, portals, chat-bots or other communication channels, reducing processing time and significantly increases customer value.



ADVANTAGES OF FAKTOR-ICS?

For your business users

- Segment-specific sample processes and functions support you in the rapid configuration of claims processing for your non-life business
- Potential for comprehensive automation and shadow processing
- Modern web interfaces for optimal workflow
- Standard software with extensive scope for customizing
- Third-party services and peripheral system interfaces can be integrated flexibly and easily into the claims management software – standard-compliant and release-proof

For your development department

- 100 % Java
- Service-oriented architecture (REST or SOAP API)
- Consistent interface design with linki, our UI framework
- Seamless and easy integration
- Direct access to product model and contract status, adapters to surrounding systems available
- Cloud-ready



CORE FUNCTION OVERVIEW

Seamless product integration	Coverage verification	Simple interface integration
Rest services	Customize reserves	Initiate payments
Log changes	4-eyes principle	Manage subclaims



WHAT TECHNOLOGY IS BEHIND IT?

A key distinguishing feature of Faktor-ICS is the use of product knowledge on the basis of a uniform model.



- 100% written in Java
- Based on modern Java EE technology
- Uses a service-oriented architecture (REST- or SOAP-API)
- Connects portals, smart home devices and other external services via web services
- Easy to connect to other peripheral systems, e.g. partner, workflow, payments
- Seamlessly integrated into the policy and product system of the Faktor Zehn suite

PROTECT

WWK



URV
Union Reiseversicherung

HDI



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Faktor Zehn GmbH is specialist for the IT in the insurance industry. As a software company, Faktor Zehn offers solutions for the insurance industry based on a modern Java architecture. As part of the Convista Group, the company benefits from an international network of experts and the experience gained from more than 350 internationally successful projects. More about Faktor-ICS at www.faktorzehn.com

