



ELM Solutions

Passport[®] Claims Defense

Passport Claims Defense enables smart and efficient procurement, management, and delivery of legal services for claims organizations to help insurers improve expense and loss ratios. Using the solution, claims departments reduce costs and get better results and value from counsel. They also manage cases more proactively, which allows more accurate reserve setting, earlier identification of cases to settle, and better preparation for cases that need to be tried.

Passport Claims Defense provides a single platform that brings together all parties involved in litigation management and other claim-related legal services. The solution serves as a centralized place where claims and litigation management staff and their retained panel and staff counsel law firms can track, access, and share the latest case information – people, events, documents, tasks, narratives/status reports, negotiations, outcomes, financials, and more. This enables timely, effective collaboration by the entire team and leads to more efficient and accurate case resolutions.

For claims executives, the solution's role-based dashboards deliver relevant, key information and metrics to each user and provide transparency into KPI performance related to case load, status, cycle time, and cost. Advanced business intelligence capabilities also enable litigation decision analysis and optimization, data mining, benchmarking, trend analysis, performance management, and more, empowering claims organizations to make better-informed sourcing decisions for legal work and identify successful claims management strategies to improve indemnity results.



Drive Improvement to Expense and Loss Ratios

- Increase staff efficiency and effectiveness
- Reduce legal costs
- Improve consistency of claims handling
- Inform decision making with actionable data
- Settle the right cases earlier
- Achieve better claims outcomes
- Gain visibility into counsel performance and value
- Select the best legal resource for every case

Passport® Claims Defense

Passport Claims Defense Components

Built on Passport, a patented technology platform offered by ELM Solutions, Passport Claims Defense offers two modular, yet integrated, components: one supports claims professionals in their management of both staff and outside counsel; the other supports the day-to-day case management needs of staff attorneys. These components may be used individually, or together as a comprehensive, integrated solution. Each offers unparalleled ease-of-use, advanced rules- and workflow-driven BPM (business process management) tools, and robust business intelligence capabilities. When both components are used, Passport Claims Defense provides the unique advantage of a set of common KPIs to easily benchmark the effectiveness of all counsel, including staff and outside firms. This empowers claims organizations to gain new insight into counsel performance and value and, ultimately, become more strategic in their sourcing of legal work.

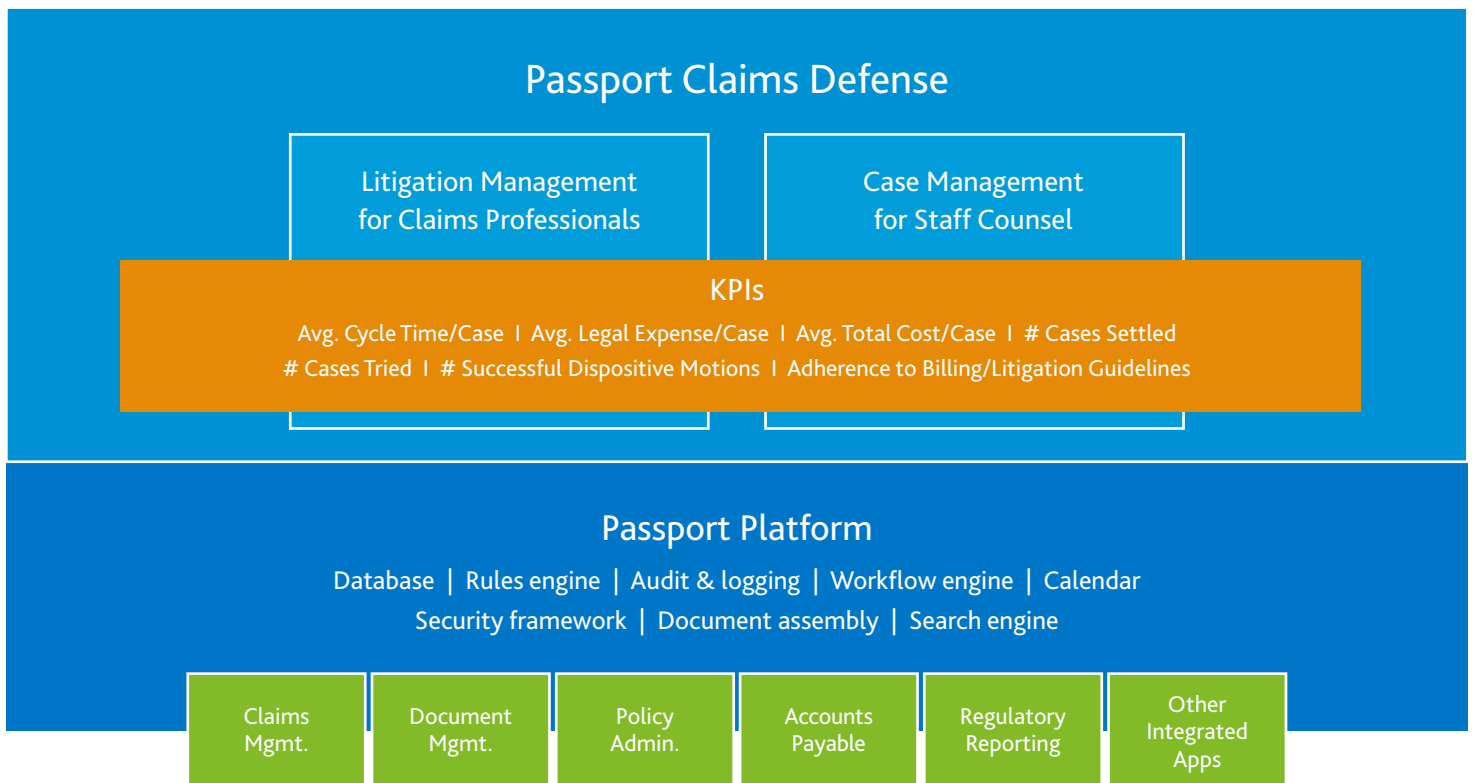
Litigation Management for Claims Professionals

Litigation Management for Claims Professionals, a component of Passport Claims Defense, enables more efficient and effective management of claim-related legal activities and improved oversight of the associated costs. Using the solution, claims professionals are able to select the best attorney for each case, more successfully identify claims for early settlement, and get better, more cost-effective results from counsel. A complete range of litigation management capabilities – a counsel assignment wizard, budgeting, e-billing with automated invoice audits and workflow, document management, advanced reporting and analytics, and more – enable claims professionals and their counsel to more successfully collaborate to resolve cases, while offering claims executives visibility into the true cost and value of legal services.

Case Management for Staff Counsel

Case Management for Staff Counsel, a component of Passport Claims Defense, is a comprehensive solution designed to meet the unique needs of insurance staff counsel law firms. With its powerful case management capabilities – conflict checking, automated file plans, calendaring and docket management, document assembly, time tracking, advanced decision support tools, and more – staff attorneys are equipped to work more efficiently and manage cases more proactively. This enables earlier resolution of the right cases and better preparation when cases must be tried. The solution also delivers management insight into cost and risk across staff counsel operations, helping claims organizations identify the most effective case strategies and control claims defense costs.

The solution's underlying platform architecture facilitates integrations to other systems, such as claims management, document management, policy administration, and accounts payable. It also provides platform-level BPM tools – for example, rules and workflow engines – that can be leveraged by any system that is consolidated on the Passport platform, enabling a seamless flow of data and processes. The result is a streamlined user experience and improved productivity for staff, plus the ability to maximize visibility and proliferate best practices for claims defense across the claims enterprise.



Passport Claims Defense also delivers sustained return on investment to insurers. Powerful client-side configuration tools allow for creation and modification of rules, workflows, reports, and more, without the need for a vendor services engagement. These tools, along with the platform's open integration capabilities, empower carriers to rapidly adapt Passport as their business needs and technology portfolios evolve over time. This ensures Passport has the flexibility to support each client's unique needs – now and in the future.

Passport® Claims Defense

Why Do Top P&C Insurers Choose Passport® Claims Defense?

More Advanced Decision Support

- Advanced business intelligence tools enable early identification of the right cases to settle and drive better claims outcomes
- Comprehensive analysis of the cost versus outcome of litigated claims offers unique insight into counsel performance and value
- Ability to benchmark effectiveness of all counsel (i.e., staff and outside firms) empowers more strategic sourcing of legal work

Superior User Experience

- Recognized by the market and analyst community for industry-leading usability, Passport's intuitive navigation and role-based interface deliver an optimized, personalized user experience
- Deep Outlook® integration offers the convenience of day-to-day case management directly from Outlook
- Advanced rules- and workflow-driven BPM (business process management) tools drive efficiency and consistency throughout case management processes to enforce best practices and improve claims quality

Better Long-term Investment

- Underlying platform architecture offers maximum flexibility to support the unique needs of claims and staff counsel operations
- Superior integration capabilities enable a seamless flow of information and processes, uniting Passport with claims management, document management, policy administration, AP, and other systems
- Powerful client-side configuration tools empower customers to rapidly adapt Passport to meet changing business needs



Passport® Claims Defense

Litigation Management for Claims Professionals

Case Management for Staff Counsel

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