

CLAIM EXCELLENCE

The application package developed by our company includes the entire procedure of interrelated procedural principles, which includes the entire lifetime of the claim from its submission to its final closure. The entire process of the lifetime of the entered claim or complaint takes place exclusively electronically, and its submitter is informed of the result by the structured result of the claim procedure or complaint processing.



The main functionality of the application package for complaint procedures and handling complaints

- Records of claims and complaints, which is structured according to the type of product or type of complaint
- Assessing the completeness of entered data, completing relevant information and proceeding with individual steps for saving
- Monitoring of investigation progress, recording activity in the investigation process and escalation of the solution
- Solving compensations and processing submitted claims and complaints
- Proposals for corrective measures and material liability
- Evaluating the causes and success of specified corrective measures
- Evaluation of statistical reports
- Display and printing of predefined reports and printouts
- System integration with third-party information systems