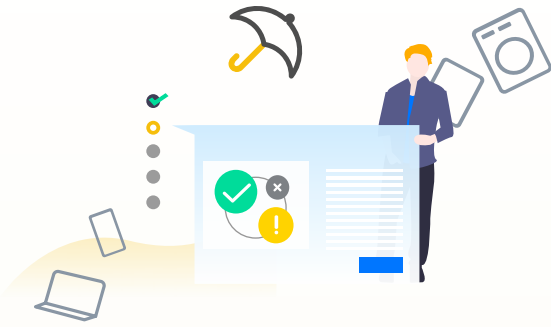


Optimize claims management across all your distribution channels

The GlobalCare platform offers dedicated after-sales, reverse logistics and customer service process modules. **GlobalCare Insurance** module is dedicated to claims management systems (CMS) and insurance process management.



GlobalCare Insurance SaaS module

The GlobalCare Insurance module boosts claims management performance through process automation, application of complex business rules and multi-channel case tracking optimization. Here is how we do that:

Optimise claims management

GlobalCare Insurance is a set of tools and functions that reduce the costs of claims management while improving the accuracy and efficiency of claims reporting processes, for both you and your policyholders.

Multi-processing and configurable

GlobalCare Insurance manages all of your business processes, from claim reporting to resolution. A powerful rules engine allows you to target eligible services (repair, exchange, reimbursement) according to granular criteria such as customer segments, associated policies and guarantees, products covered, country and much more.

Multi-channel deployment

GlobalCare Insurance supports multiple customer journeys and can be deployed in self-service web portal, call centers and retail channel. by providing a self-service web portal, as well as call center and point of sale solutions. Customer interactions are captured in the platform across all channels via GlobalCare's APIs in order to integrate with internal and external management systems and processes.

Claims assessment

GlobalCare Insurance enables automated or semi-automated claims assessment through its simple and powerful configuration of filter forms. Eligibility for different types of claims (breakage, theft, breakdown) and associated services (repairs, exchange, reimbursement) are determined by internal business rules. This capability can be enhanced with optional add-ons, such as the GlobalCare mobile app, which automatically determines product status via pre-defined tests.

Deductible allowances calculator

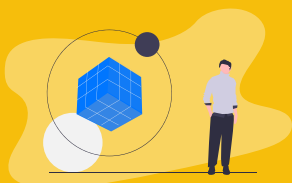
GlobalCare Insurance automatically calculates the deductibles amounts and payments due, according to granular criteria that can be easily configured in the rules engine (contract, policy, type of service chosen, product value).

Performance & analysis reporting

GlobalCare Insurance provides full key performance indicator via a configurable analytics dashboard.

Apply eligibility rules to complex processes

GlobalCare Insurance allows you to benefit from flexible and adapted management across all offers, claims validation rules and services associated with insurance policies. Contact our teams for a live demonstration from the site: <https://sbeglobalcare.com/contact>



GlobalCare Insurance is built for your industry

GlobalCare Insurance allows you to optimize claims management processes and productivity.



Boost customer satisfaction with transparent processes

End-to-end follow-up of the claims-management processes through our multiple online customer and employee journeys.



Rapid claims data share

Link with your databases, insurance policies and associated guarantees for the coverage checks.



Secure processes and fraud management system

Information given online can be verified through analysis of downloaded documents and links to serial number verification databases.



Guarantee multi-product coverage

Flexible process that adapts to all types of insured products (including open contracts).



Automate processes

Calculate deductibles by policy & service eligibility (repair, exchange) and the value of the device - collection of fees by payment gateways.



Connect all your partners

Automated selection of service partners based on internal criteria - login through API or GlobalCare Partner web portal.

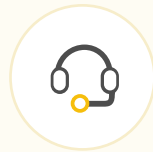
GlobalCare Insurance is multi-channel & multiplatform

GlobalCare can be configured according to subscriber, partner, agent and internal business rules.



Self-Service Portals

We enable online self-service for computers, tablets and mobiles devices, that can be integrated across all your digital ecosystems.



Call Centers

GlobalCare enables call center agents to quickly create, manage and track claims.



Retail Stores

GlobalCare can be deployed in stores or at self-service terminals to manage insurance services without overloading team workloads.



Contact our teams to ask for a demo:

Team Demo GlobalCare can be reached at:
hello@sbglobalcare.com or <https://sbglobalcare.com/contact>



GlobalCare is a SaaS platform designed, developed and maintained by SBE Global, the software development arm of the SBE Group.

With more than 30 years of experience and 2000 employees worldwide, SBE Group is a world leader in after-sales and logistics services for companies in the high-tech sector. Our logistics and digital platforms manage product returns and trade-in programs for many prestigious clients in the insurance, telecommunications and the high-tech industry.