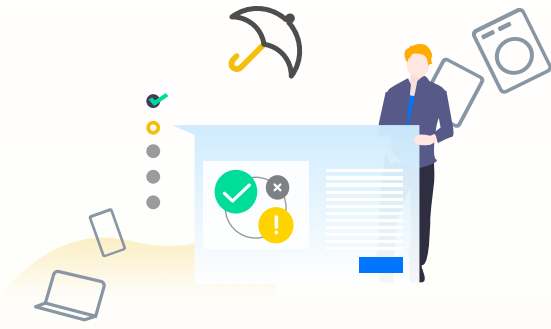


Optimize claims management across all your distribution channels

The GlobalCare platform includes several core modules dedicated to the management of aftersales, reverse logistics and customer service processes. The GlobalCare Insurance module is dedicated to the management of claims declaration (FNOL) and related insurance processes.



GlobalCare Insurance SaaS module

GlobalCare Insurance optimizes claims management performance through process automation, enforcement of complex business rules and multi-channel case tracking capabilities.

Optimize claims management

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

Highly configurable and versatile

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 to self-service web portals, call centers and retail channels. Customer interactions are captured in the platform across all channels via GlobalCare's web interfaces and APIs which integrate with your internal and external systems and applications.

Claims assessment

GlobalCare Insurance enables automated or semi-automated claims assessment through its powerful, yet easy to configure, frontend filtering tools. Eligibility for different types of claims (accidental damage, 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

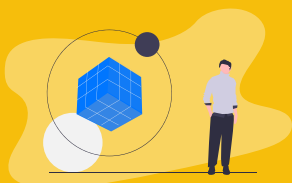
GlobalCare Insurance automatically calculates the deductibles/excess amounts and payments due, according to granular criteria that can be easily configured in the rules engine (contract, policy, type of service chosen, product value, etc).

Performance analytics reporting

GlobalCare Insurance includes a business intelligence module which provides full visibility of your processes and services through key performance indicators and configurable dashboards.

Apply eligibility rules to complex processes

GlobalCare Insurance puts the power of a highly flexible platform at your fingertips. The granular configuration options allow you to tailor the system precisely to your rules and policies, however complex they may be. Contact our teams for a live demonstration: <https://sbeglobalcare.com/contact>



GlobalCare Insurance is built for your industry

GlobalCare Insurance allows you to streamline claims management processes for subscribers and policy-holders without increasing the workload of your agents



Boost customer satisfaction with transparent processes

Enable end-to-end tracking and transparency throughout the claims management process with optimized user journeys.



Rapid claims data share

Link with your customer and policy databases to speed up the coverage and eligibility 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 GlobalCare processes adapt to all types of insured products (including open contracts).



Automate processes

Automatically calculate and collect excess and fees based on criteria such as type of cover, device value, options, etc.



Connect all your partners

Automated selection of service partners based on your criteria. Partners can connect via API or the GlobalCare Partner web portal.

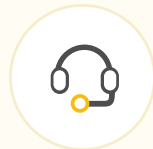
GlobalCare Insurance is multichannel & multi-platform

GlobalCare can be configured to be used by your customers, retail partners and customer advisors.



Self-Service Portals

We set up self-service portals for your end users that can be integrated into your digital ecosystem and optimized for computers, tablets and mobiles.



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 within retail networks.



Contact our teams to ask for a demo:

Our sales team can be reached at:
hello@sbeglobalcare.com or <https://sbeglobalcare.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 technology industries.