

Desktop as a Service (DaaS)

Use Cases in the Financial Services Industry

Use Case: Increase customer satisfaction through reduced claim settlement times



The Business Need

Claims disbursement in the automotive insurance sector depends on insurance inspectors, who investigate and assess liabilities. To ensure accurate and timely claims disbursement, insurance inspectors travel extensively; record witness statements, imagery, and police reports; and conduct damage assessments. They use various workflow applications, risk assessment tools, payment platforms, and fraud modeling platforms. Given the highly mobile nature of their work, these users need reliable and secure access to tools and platforms to work with confidential PII, payment records, and provider IP.



DesktopReady Advantage

DesktopReady provides insurance inspectors with device and location-agnostic access to the platforms and tools they require. They can input records and statements and upload audio-visual information directly onto a provider's secure platform, helping save considerable time and resulting in lower average time to settle claims. Separation of data and platforms from the end device ensures adherence to PII and PCI-DSS regulations.



Benefits

- Enhanced mobility, with ubiquitous access across devices and locations
- Reduced time to settle automotive insurance claims
- Improved customer experience and goodwill
- Reduced risk of data exposure from device loss

About DesktopReady

DesktopReady is a modern fully managed Desktop as a Service (DaaS) with built-in automation and monitoring that simplifies the delivery and management of cloud desktops for the unique needs of companies that want to spend less time on IT. Developed using Windows Virtual Desktop (WVD) infrastructure within the Microsoft Azure cloud, DesktopReady provides fully functional Windows 10 desktops that are easy to install, configure and ready within minutes. The highly secure cloud desktops are built on platforms that are PCI, HIPAA and SOC2 compliant and supported by 24/7 service desk and infrastructure monitoring. For more information about DesktopReady, visit www.desktopready.com

DesktopReady is brought to you by Anunta Tech Inc., a global leader in VDI and DaaS solutions. Visit us at www.anuntatech.com