

**NTT data**

NTT DATA Figtree Systems



**Figtree**<workers>

Online Claims and Injury Management

## Global Resources... Local Knowledge

### Figtree<workers>

#### Secure, Online Workers Compensation Claims Management

Consolidating your workers compensation claims activities into a web accessed management system, Figtree<workers> provides extensive financial control, compliant regulatory reporting and streamlined return to work.

With over 30 years experience in workers compensation, we are the trusted provider to Self-Insured Organisations, Third Party Administrators and Specialised Insurers across Australia and New Zealand. We work in close collaboration with regulatory authorities to deliver compliant regulatory reporting.



#### Figtree<workers> benefits

- › Robust commercial off-the-shelf software, providing quick, low risk implementation.
- › Cloud access, with no requirement for in-house infrastructure or upkeep.
- › Systemised platform, strengthening communication and financial control.
- › Full-lifecycle workers compensation claims and injury management functionality.
- › Process payments to injured employees and service providers.
- › Capture total cost of claim, including all payments, reserves and recoveries.
- › Deliver accessible, real-time claims and injury data enterprise wide.
- › Compliant regulatory reporting across all Australian and New Zealand jurisdictions.
- › Flexible workflow and business rules to support all business operating models.
- › Promotes data integrity through a robust, multifaceted reporting framework.
- › Seamless integration with general ledger, payroll and web banking systems.
- › ISO 27001 certified data centres and support services.

### NTT DATA

#### NTT DATA Figtree Systems

NTT DATA Figtree Systems is a global software developer that provides business applications and cloud-based management tools to support organisations in driving efficient workflow, resource allocation, record management and mobility.

Operating across public and private sectors, we provide solutions for Enterprise Risk Management, Workplace Health and Safety, Claims Management, and Fleet and Asset management. Our typical clients include Third Party Claims Administrators, Self-insured Organisations and Government at all levels.

Since commencing business in 1983, a focus on research and development has allowed NTT DATA Figtree Systems to grow and adapt alongside a valued group of international clientele. By retaining and developing our specialist consultants, developers and client service staff, we ensure our clients are supported by management tools that are scalable, secure and effective in an evolving IT service space.

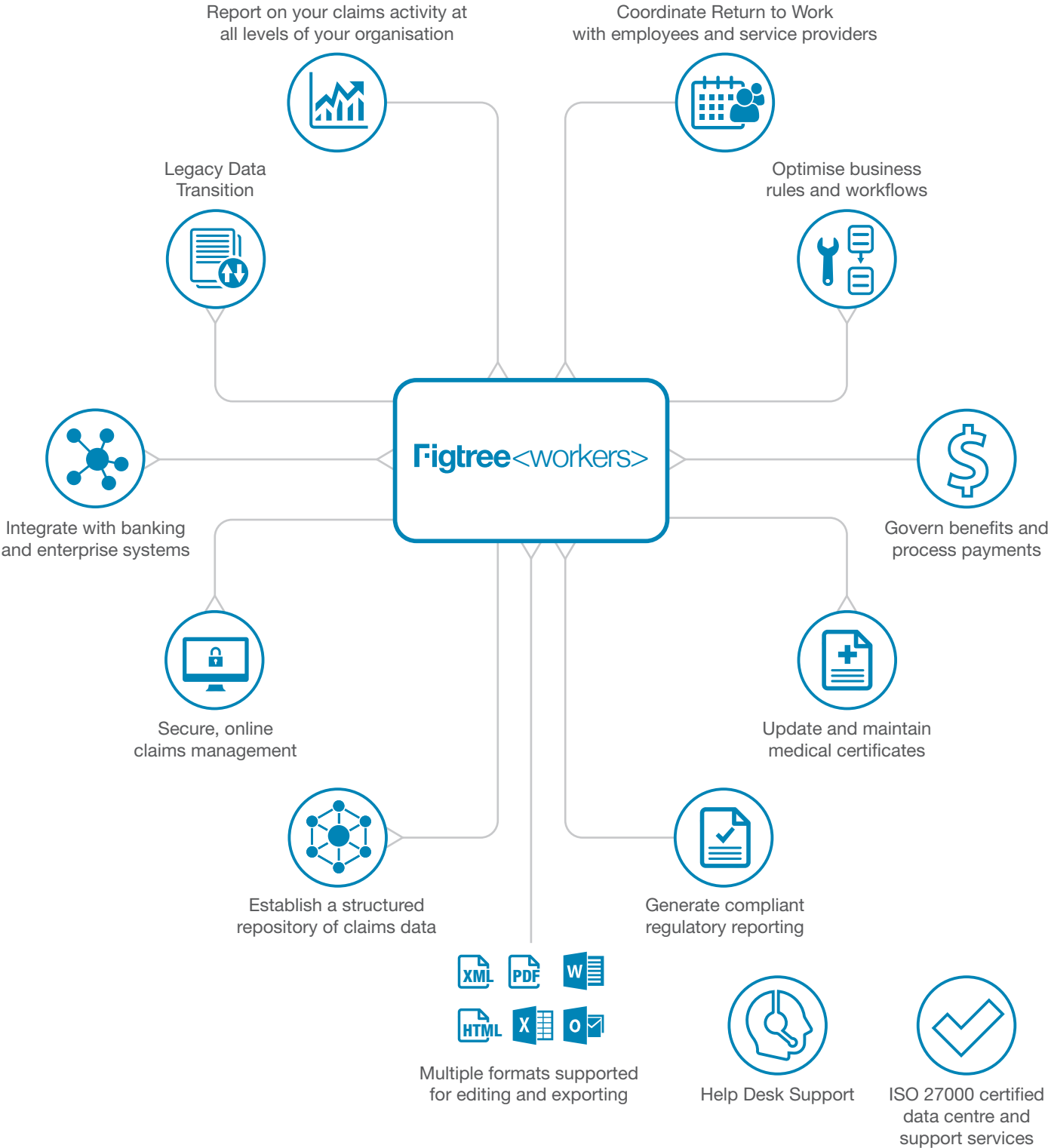
#### Quick Facts

- 300+ clients
- 60+ professionals
- 30+ years experience
- 15+ years providing hosted solutions



# Figtree<workers>

Online Claims and Injury Management



## Figtree<workers>

From injury management through to actuarial reporting, Figtree<workers> provides an end-to-end solution to streamline your workers compensation claims management experience.

This commercial off-the-shelf software provides secure cloud access, low risk implementation and a centralised data repository for all your claims, injuries and payments.

Highly configurable, the system adapts well to your business rules and reporting needs, catering to both self-managed, and third party administrator approaches to claims management.

Integrating seamlessly with enterprise and banking systems, Figtree<workers> functions alongside your existing IT infrastructure for efficient data exchange and payments processing.

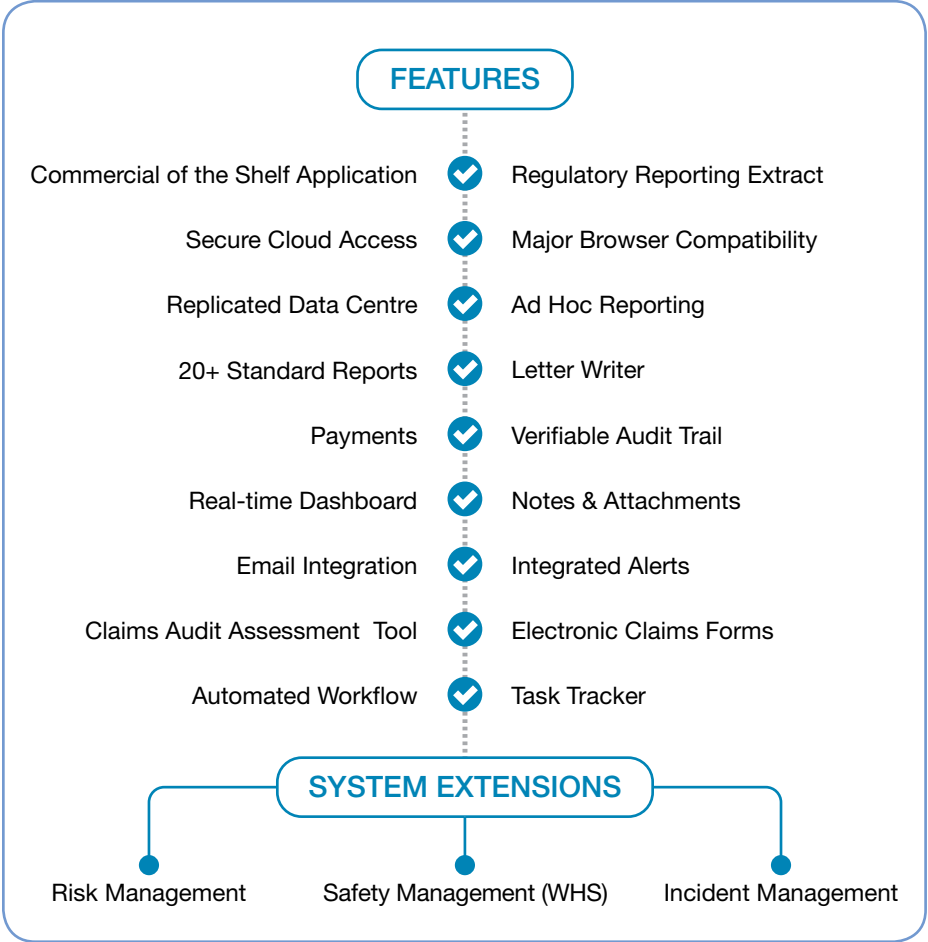
## Full Lifecycle Case Management

Encompassing all aspects of case management, this cloud-accessed solution enables you to capture injuries, manage appointments, distribute letters, track medical certificates, create return to work plans, issue offers of suitable duty and process payments to claimants and service providers.

An integrated task tracker is able to guide case managers through each stage of the return to work process, verifying that important legal responsibilities are fulfilled as key milestones are achieved.

## Optimise Compliant Regulatory Reporting

Figtree<workers> validates and verifies information at all stages of the claims lifecycle, promoting data



integrity, while supporting compliant regulatory returns functions. All information processed within the system is codified and consistent with the naming conventions required by regulation.

NTT DATA Figtree Systems maintains the software to support compliant regulatory returns across all Australian and New Zealand Workers Compensation Schemes. We also support larger organisations that operate across multiple jurisdictions.

## Communicating with Claimants and Service Providers

Streamlining communication with employees and service providers, letters, forms, emails and appointments are used at all stages of claims management, with automated workflows established as required. The

systems data merge facility generates letters by automatically extracting key data elements from the system and embedding these within your letters templates.

## Managing Benefits and Payments

Figtree<workers> captures all transactions at a line item level and provides a 'total cost' view of your workers compensation claims liability, including a breakdown of your reserves, payments and recoveries. Integrated with enterprise and banking systems, claimant and service provider payments can be initiated without having to leave the software. Enhancing financial control, case managers are able to manage benefit approvals for injured employees, including treatments, amounts approved and closed periods.



## Figtree<workers>

Online Claims and Injury Management



Emails, letters and appointments are generated to communicate and coordinate claims activity.

- › Claim Forms
- › Receipt of Claim
- › Rights and Responsibilities
- › Request for Information
- › Medical Certificate Expiry
- › Medical Appointments
- › Return to Work Plans
- › Liability Determination
- › Treatment Approval
- › Payments Advice

### Reporting Capability

Figtree<workers> provides a clear breakdown of your claims activity and workers compensation liability status. Reporting can be performed across all levels of your organisation, enabling you to analyse all aspects of your claims performance, from injuries and return to work, through to actuarial and financial reporting.

Featuring drag and drop functionality, our ad hoc report designer allows you to customise reports by specifying fields and date ranges to apply, with templates saved and reused for efficiency.

### Real-time Dashboards

Dashboards provide a real-time view of your claims environment and include integrated alerts to drive activity. Workflows are set up to ensure users are notified of key events, such as newly assigned tasks, expired medical certificates, return to work plans, appointments and various other client-defined configurations.

Providing a snap shot of claims activity, the graphical display provides a breakdown of:

- › All open claims by claims type, employee capacity to work and costs incurred.
- › Outstanding tasks, injury management plans, medical certificates and conciliation activities, tracked against their due date.
- › Total claims volumes over the most recent year, by number of accidents, claims opened and claims finalised.

Graphs can be enlarged for easy viewing, sent for printing or exported as csv files. Users are able to specify date ranges and filter based on organisational structure. To access the original records, simply click on the relevant section of the graphical display and the corresponding records will populate beneath the display.

### Integrated Search

All key modules display information within search screens (grids) that allow users to work through a live database of claims and injury information. Functioning as an interactive spreadsheet, users can actively search, filter and sort through real-time information, rearrange columns and export information for further manipulation.

Robust reporting tools provide flexibility, while saving time and effort at reporting time.



- › Ad Hoc Reporting
- › Save Report Templates
- › 20+ Standard Reports
- › Scheduled Distribution
- › Export in MS Word, XML, CSV, PDF and HTML

Workflows automate your business processes and enhance stakeholder communications



Automated Reporting



Generate Emails, Letters and Forms



Escalations and Approvals



Payments Processing



Dashboard Reminders and Alerts



Coordinate Appointments



## Figtree<workers>

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from within the Figtree<workers> application. This ensures that any open claims can continue to be processed and relevant historical data is available for business insights and reporting purposes.

### Help Desk & Support

Support for Figtree<workers> is managed out of our national help desks in Australia and New Zealand. Help desks provide a single point of contact for your support and configuration needs. By keeping help desk functions local, we are able to maintain a higher quality of service and communication.

### Business Process Outsourcing

NTT DATA Figtree Systems provide outsourcing services for our client's system administrator functions. By outsourcing your system administrator responsibilities to us, we ensure you get the most out of the application's configurability, while freeing up your internal resources to focus on your core claims business.

As we continue to evolve our services and capability under the NTT DATA banner, business process outsourcing will form a greater focus of our service delivery model moving forward.

### Managed Cloud Service

Figtree<workers> is deployed via a secure web user interface and hosting service. Our cloud service, Figtree<cloud> provides the convenience of online access, while reducing costs of managing an in-house IT system. As part of our service, NTT DATA Figtree Systems maintains the application's hosting infrastructure, security and disaster recovery systems.

Ensuring the security of your information, our data centres and key support services are certified under the international standard for Information Security Management, ISO 27001.

### System Integration

Figtree<workers> functions as an integrated information system, removing duplicate data entry and streamlining financial reporting and payment functions. We are able to establish clean data connections with your organisation's General Ledger, Payroll or Web Banking Systems and offer single-sign-on capability for seamless authentication and data exchange.

### Legacy Data Migration Services

Transferring important legacy data to your application, we make sure your historical records are available



Extensive configurability enables system administrators to optimise the application's performance in line with your business rules and reporting needs.

- › Define Workflows
- › User Access Rights
- › Custom Drop Down Lists
- › Schedule Reports
- › Organisational Structure Alignment
- › Data uploads
- › Letters and Forms Templates
- › Authorisations and Escalations



Figtree<cloud> Service Overview

Global Resources...  
Local Knowledge

Streamline your business administration with a suite  
of software solutions that enhance reporting,  
risk awareness and cost control.



Enterprise Risk Management

Hit your risk reduction targets with an enterprise-grade risk management solution, modelled around ISO 31000. This system enforces accountability and provides a real-time risk database, accessible anywhere.

Claims Management

The software of choice for TPAs and non traditional insurers, our claims management systems deliver robust reporting and full lifecycle claims management for all insurance lines, including workers compensation.



Work Health and Safety

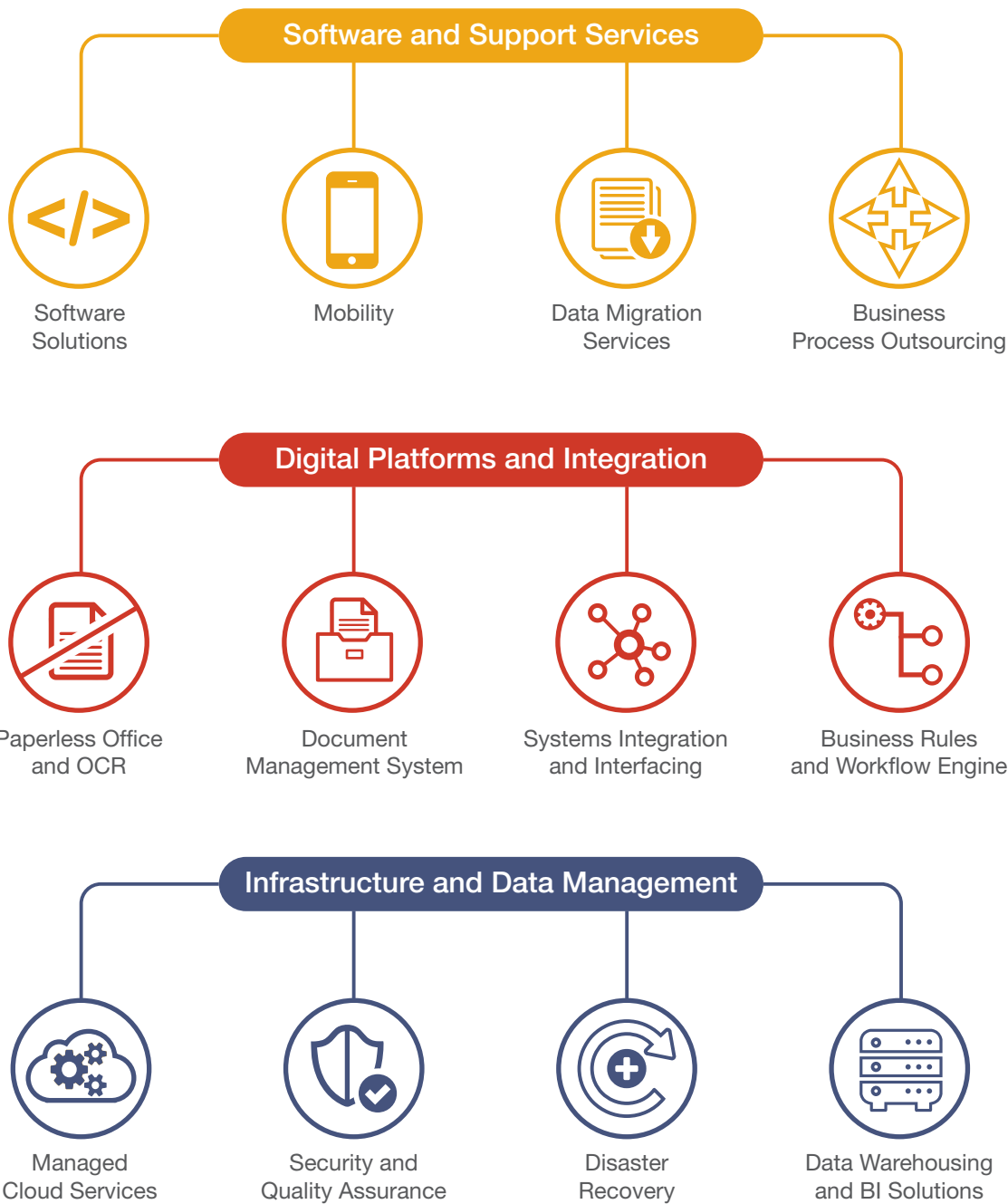
The single source of truth to your organisation's safety information, our safety and incident management solution offers a wealth of functionality to assist you in coordinating an effective and compliant WHS program.

Fleet and Asset Management

Manage your fleet administration more efficiently with an end-to-end reporting solution that captures all vehicle running costs electronically, from asset-acquisition to asset-disposal.



As part of the NTT DATA group, we are well placed to support your business with capability and expertise that drives digital transformation.





# Global Resources...

## Local Knowledge



## NTT Data

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