

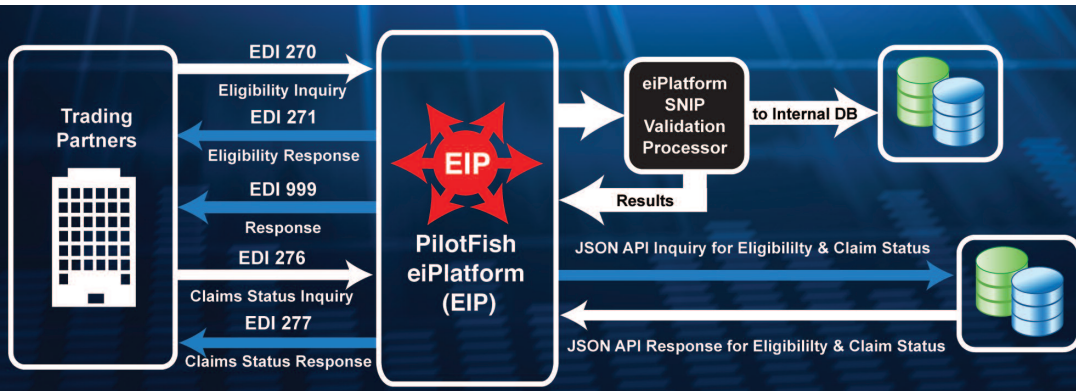
PilotFish Enterprise Integration Platform – Insurance Solutions

The insurance industry relies heavily on EDI X12 and ACORD transactions to manage claims, policies, and payments, involving coordination with a growing network of partners including carriers and brokers. As this network expands, insurers contend with maintaining complex webs of X12, ACORD, XML, and proprietary interfaces, compounded by the need to stay compliant with evolving standards.

PilotFish fills this need by offering a robust solution for efficiently parsing, mapping, validating, and transforming insurance transactions. It supports all versions of X12 and ACORD standards, facilitates seamless XML conversions, and accommodates any communication protocol. PilotFish's graphical "Assembly Line" process for configuring interfaces streamlines connecting diverse systems, and enables smooth data exchange.

Discover the transformative impact of PilotFish's integration solutions through detailed case studies featured in this brochure. Each example demonstrates how our technology streamlines and optimizes insurance operations such as claims processing, new business and policy administration and improves parsing, validation, and compliance. Its scalable architecture and configurable rules engine manages high volumes and is adaptable to specific partner requirements. Validation capabilities include schema-based syntax consistency, semantic rules for business logic accuracy, and external code set validation with error flagging. Customizable rules and end-to-end testing ensure transaction compliance before going live. Take the next step towards modernizing your insurance processes by leveraging PilotFish's proven solutions. Contact us to demonstrate how we can be an indispensable resource for you.

Modernization



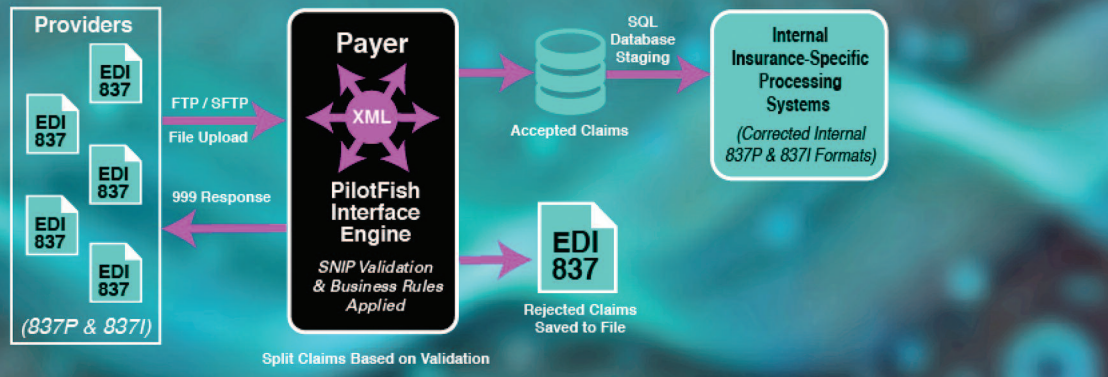
EDI Claims System Modernization End-to-End in Under a Year!

A leading P&C insurance carrier recognized the urgent need to modernize its claims management system to improve profit margins. Facing outdated and unsupported legacy EDI solutions, the carrier embarked on a rapid overhaul of its claims integration, partnering with PilotFish's integration solutions for its cutting-edge EDI technology and deep expertise.

The client, a top-tier commercial and individual P&C carrier, processes a significant volume of claims across various lines including liability, auto, and homeowners insurance. The primary challenge was to modernize and automate the claims management system comprehensively to enhance settlement speed and profitability, while ensuring the system was auditable, traceable, configurable, and secure. The company set a strict one-year deadline to replace its existing systems with an advanced, fully integrated platform that could handle complex workflows involving EDI 837, 835, and other relevant transaction sets.

PilotFish's suite of integration products enabled seamless integration across different operating systems, databases, and protocols, handling high volumes of claims transactions efficiently. Its unique Automated Assembly Line approach and visual Data Mapper allowed easy configuration of integrations, transforming incoming data into XML for consistent processing and validation. PilotFish's X12 EDI capabilities and comprehensive knowledge of X12 schemas ensured robust support for all EDI and SNIP Levels 1-7 validations, enhancing claims processing speed and accuracy.

The modernization led to a highly efficient claims processing system that significantly improved the speed of claim settlements. PilotFish's flexible and scalable architecture, tailored to the client's needs helped meet the challenging deadline, demonstrating significant time and cost savings, and impressing management across all levels.



Astounding Claims Processing Efficiency Achieved with PilotFish for X12 EDI 835 and 837 Transactions

An industry leading insurance service provider, facing challenges with high-volume X12 EDI 835 and 837 transactions, partnered with PilotFish to enhance their claims processing efficiency. These transactions, essential for healthcare claims and payment remittances, were being delayed by the client's outdated infrastructure, significantly affecting their service offerings.

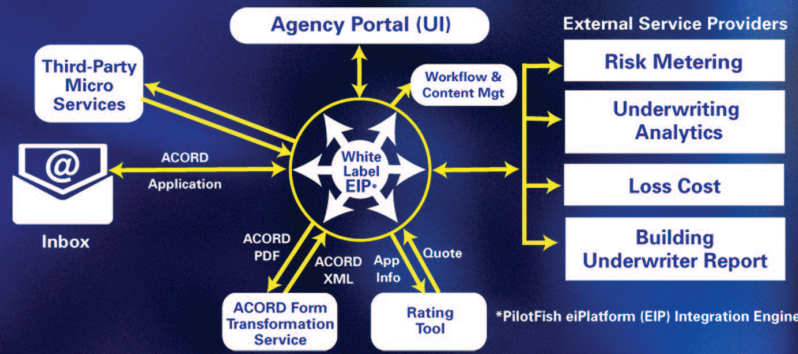
PilotFish approached the problem with a detailed discovery and implementation strategy, integrating their state-of-the-art Integration Engine Solution. This included the eiConsole for X12 EDI, a graphical IDE tailored for efficient interface management, and the eiPlatform, a Java runtime optimized for high-volume data handling. The solution's innovative parsing tools and robust validation protocols allowed for

rapid data translation and integration into the client's existing SQL database, significantly reducing processing times.

The new system architecture not only streamlined data processing but also brought about a 1000% improvement in processing speed, reducing what previously took 14 hours to just 45 minutes. This increase in efficiency enabled quicker claims handling and more timely payments, significantly boosting the client's operational capabilities.

The project's success has opened up new avenues for the client to explore additional data processing improvements and expansions, positioning PilotFish as a key player in advancing insurance technology solutions within the organization.

X12 EDI 835 & 837



P&C Insurer Profits from PilotFish + Collaborative Partnership

A leading P&C insurer embarked on a transformative project to modernize and automate their commercial property insurance processes, including the last mile of a customized online-binding system. This system lacked direct integration with the agent's portal, hindering efficient data flow from applications to quoting systems. The insurer partnered with PilotFish, leveraging their integration technology and professional services to streamline these operations.

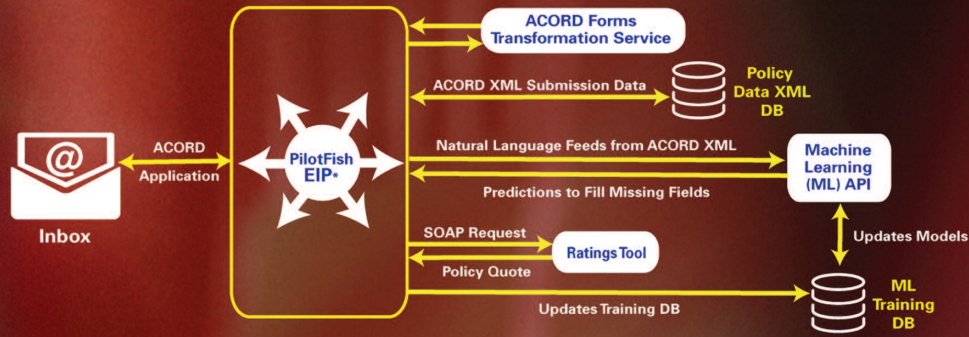
The partnership began with intensive knowledge transfer and strategy sessions, enhancing the insurer's team with PilotFish's experienced insurance integration experts. This collaboration led to the successful automation of the application process, utilizing a cloud-based OCR application to convert paper applications into machine-readable XML. PilotFish's software orchestrated the entire workflow from

data cleansing to providing critical underwriting data, dramatically reducing manual effort and turnaround times.

This system, initially implemented in one state, now spans ten states and is set to go nationwide. It facilitates greater automation, streamlined business processes, and easy electronic exchanges within the insurance industry, employing pre-built templates for reduced maintenance and integration costs.

PilotFish's products and professional services have not only enhanced the insurer's operational efficiency but have also cultivated a flexible, effective IT architecture that continually adapts and scales. The collaboration has set a foundation for further innovations and integrations, positioning the insurer for agile responses to evolving market demands.

OCR to XML



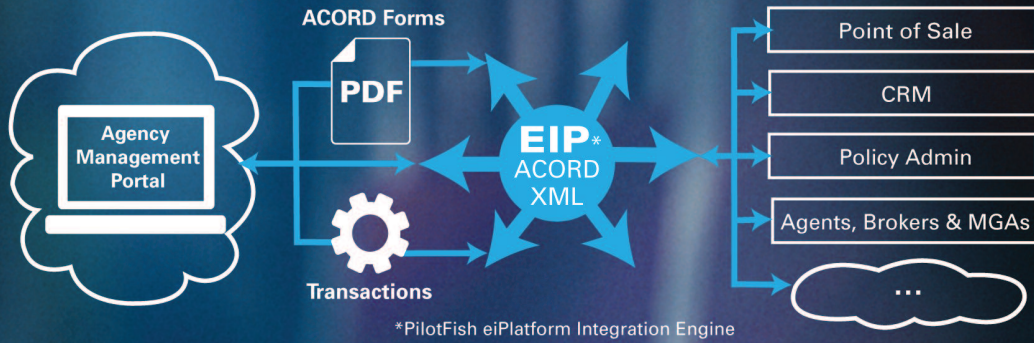
P&C Insurer + PilotFish Break Underwriting Barriers with AI and Machine Learning

A well-known P&C insurer, in strategic partnership with PilotFish, embraced Artificial Intelligence (AI), including Natural Language Processing (NLP) and Machine Learning (ML), to transform their underwriting processes. The collaboration focused on deploying AI models to automate and enhance underwriting efficiency and quoting rates, successfully integrating three AI models into production within just one year.

The insurer faced the significant challenge of modernizing core systems to expedite policy pricing and delivery. Their goal was to merge the rapid processing capabilities of their platform with the deep expertise of their underwriters, thereby reducing reliance on manual inputs and increasing efficiency. To support this effort, PilotFish developed an

initial AI model utilizing NLP to automate the identification of property class codes from unstructured data within insurance applications. This model employed supervised ML to learn from a rich history of data, enabling the accurate prediction and classification of essential data points crucial for automated quoting.

The benefits were substantial, achieving a 12% increase in quoted rates through intelligent automation that streamlined processes and reduced manual intervention. This initiative not only improved operational efficiency but also set the stage for further innovations in underwriting, with plans to expand these technologies across more business processes. This partnership has positioned the insurer for increased agility and competitiveness in the P&C market.



Software Provider White Labels PilotFish and Extends It to Deliver Solutions for the World’s Top Carriers

A leading SaaS provider, specializing in web-based property and casualty solutions, partnered with PilotFish to overhaul their integration capabilities. Previously relying on an inefficient, home-grown solution, the provider faced growing demands from major global carriers for faster and cost-effective implementations. By adopting PilotFish's eiPlatform and engaging with its expert services team, they could meet these needs with a system that offered scalability and performance.

The challenge was significant: the provider needed a robust integration system to support a suite of products that interact both internally and with third-party services. Their existing system was unable to keep up with the rapid expansion and integration demands of their client base, which includes some of the world's top carriers.

PilotFish’s integration engine solution, renowned for its built-in support for ACORD and other insurance standards, presented an ideal fit. It features a graphical interface that simplifies the implementation process through a configuration-driven approach, speeding up deployment times and reducing effort. After a successful trial and comprehensive training, the provider entered a Value Added Reseller agreement with PilotFish.

The results were transformative. The provider quickly replaced their existing integration capabilities with PilotFish’s more extensible architecture, enabling them to deliver enhanced insurance workflow solutions at a lower cost. Within six months, they closed several significant new business deals, demonstrating the effectiveness of their new, white-labeled integration platform.



PilotFish Product Specifications

SUPPORTED PLATFORMS
Windows
Linux / Unix / AIX / HP-UX
Mac OSX
SUPPORTED APPLICATION SERVERS
Windows Service
Apache Tomcat
JBoss / WildFly
WebSphere Application Server (WAS)
Glassfish
WebLogic
Any Other Java Container
SUPPORTED DATABASES
Any JDBC DB
(MS SQL Server / Oracle / DB2 / Postgresql / MySQL / MariaDB / Java DB / Derby / H2)
MS Access
MongoDB
SUPPORTED STANDARDS
ACORD (LAH, PCS, RLC, AML)
ACORD (DTCC, AL3)
X12 EDI
Positional Flat Files (Cobol)
Delimited Files (CSV / Custom)
Key / Value
XLS / XLSX
XML
JSON
PDF
Binary (.wav / .jpg)
SUPPORTED PROTOCOLS
Database (JDBC)
Email (IMAP / POP3 / SMTP)
Local / Network File System
FTP / SFTP / FTPS
TCP / UDP Sockets
HTTP / HTTPS
OAuth2 (JWT / Token Introspection)
Messaging (JMS / MQ / MSMQ / RabbitMQ / Kafka)
EMR API Call
Web Services (SOAP, RESTful)
Command-Line Invocation (CLI)
Active Directory / LDAP
Custom Connectors
lot (Serial, MQTT)
Amazon AWS S3
Google Cloud Storage
Azure Storage
ACORD SPECIFIC FEATURES
Read ACORD XSD and Meta Data and all ACORD Formats (LAH, PCS,RLC, DTCC, AML & AL3)
Support for AWSP
Built-in support for Typecodes (Life & Annuity) Tabular Values (DTCC)
Templates for all of the ACORD Transactions
Templates for all of the DTCC Transactions

EDI X12 FEATURES
Parse any EDI X12 Transaction
EDI Friendly Name Option
SNIP Validation 1-3 Included, 4-7 Available
Inline Code Set Definitions (Optional Code Maintenance)
Transaction Templates for EDI
ARCHITECTURE
Consistent "Assembly Line" Pattern
Configuration Over Code
Component Driven
Extensible Via Open APIs
Scripting Support (via GraalVM: JavaScript, Python, etc.)
DATA TRANSFORMATIONS
Graphical, Drag & Drop Data Mapping
No Coding or Custom Scripting Required
Standards Compliant (W3C XSLT)
Computationally Complete
WORKFLOW PATTERNS SUPPORT
Sequencing
Splitting / Merging
Process Orchestration
Branching
Conditional Logic
Iteration
ERROR HANDLING
Easy, Hook-Based Customized Error Handling
Configurable Text-Based Logging
Flexible Proactive Notifications
Extensive Operational Visibility Framework
VALIDATION
Schema (XSD)
Structural Format Conformance (EDI, etc.)
Business Rules
External Lookups
TESTING
Instant (No Compilation or Deployment)
Graphical, Step-By-Step Debugging
End-to-End or Stage-by-Stage
IDE-Resident Server Emulation
ANALYTICS
Robust Real-Time REST API
Flexible Reporting
On-the-Fly Break-Fix
eiDashboard Multi-Instance Monitoring
Splunk Integration
DEPLOYMENT MODELS
On-Premises
AWS / GCE / Azure
Lightweight / Bundled
Docker / Containerization
LICENSING
End-User Licenses
Product Bundling Licenses
Value Added Reseller Licenses
One-Time Licenses
Subscription – On-Demand Licensing