



360Globalnet

The future today

- > Mobile-enabled claims innovation for forward thinking organisations



360Globalnet, the difference

360Globalnet is a provider of novel and creative digital products and services.

Our approach is different. We work alongside you so that digital claims innovation is swift and seamless within your organisation.

Our offerings are purposefully designed to capitalise on your existing IT estate, so there's no need to start from scratch.

Our simple, effective systems utilise the efficiency and functionality that digitalisation offers, with the minimum of fuss and disruption to your business.

While cost savings and greater efficiencies are significant benefits already seen by our clients, the opportunity to transform claims from a 'process' to a customer-centric enabler, is surely the ultimate benefit.



The human touch

Your customers are living in the real (digital) world. From using devices to make better, faster, more-informed buying decisions, to social knowledge-sourcing, mobile is a regular feature of their lives.

And while not all customers are digital natives; many are keeping up with the onward pace.

And yet most customers' rate insurance poorly in their digital customer experiences¹, highlighting the fact that the industry has barely begun to embrace its potential.

It doesn't have to be this way.

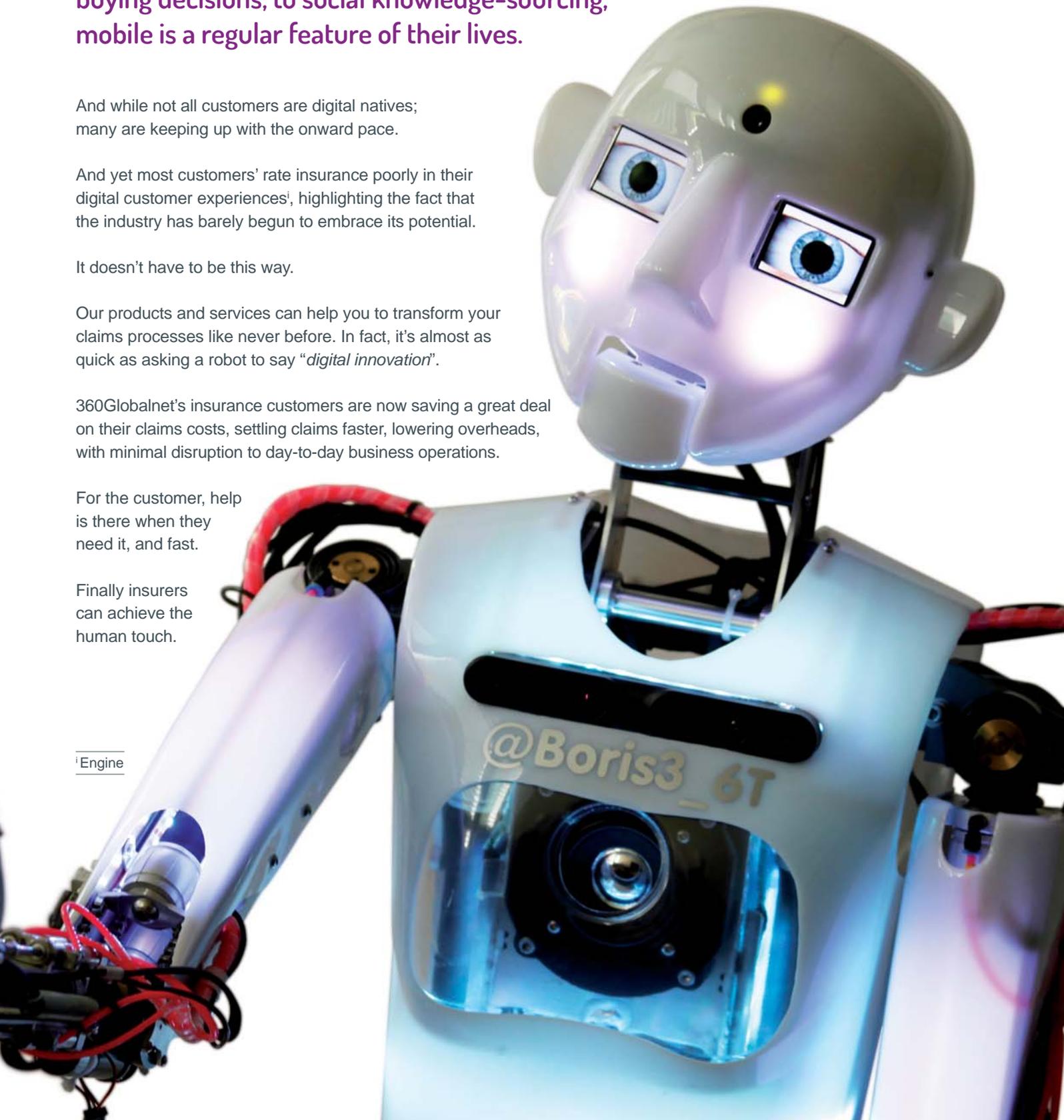
Our products and services can help you to transform your claims processes like never before. In fact, it's almost as quick as asking a robot to say "*digital innovation*".

360Globalnet's insurance customers are now saving a great deal on their claims costs, settling claims faster, lowering overheads, with minimal disruption to day-to-day business operations.

For the customer, help is there when they need it, and fast.

Finally insurers can achieve the human touch.

¹Engine

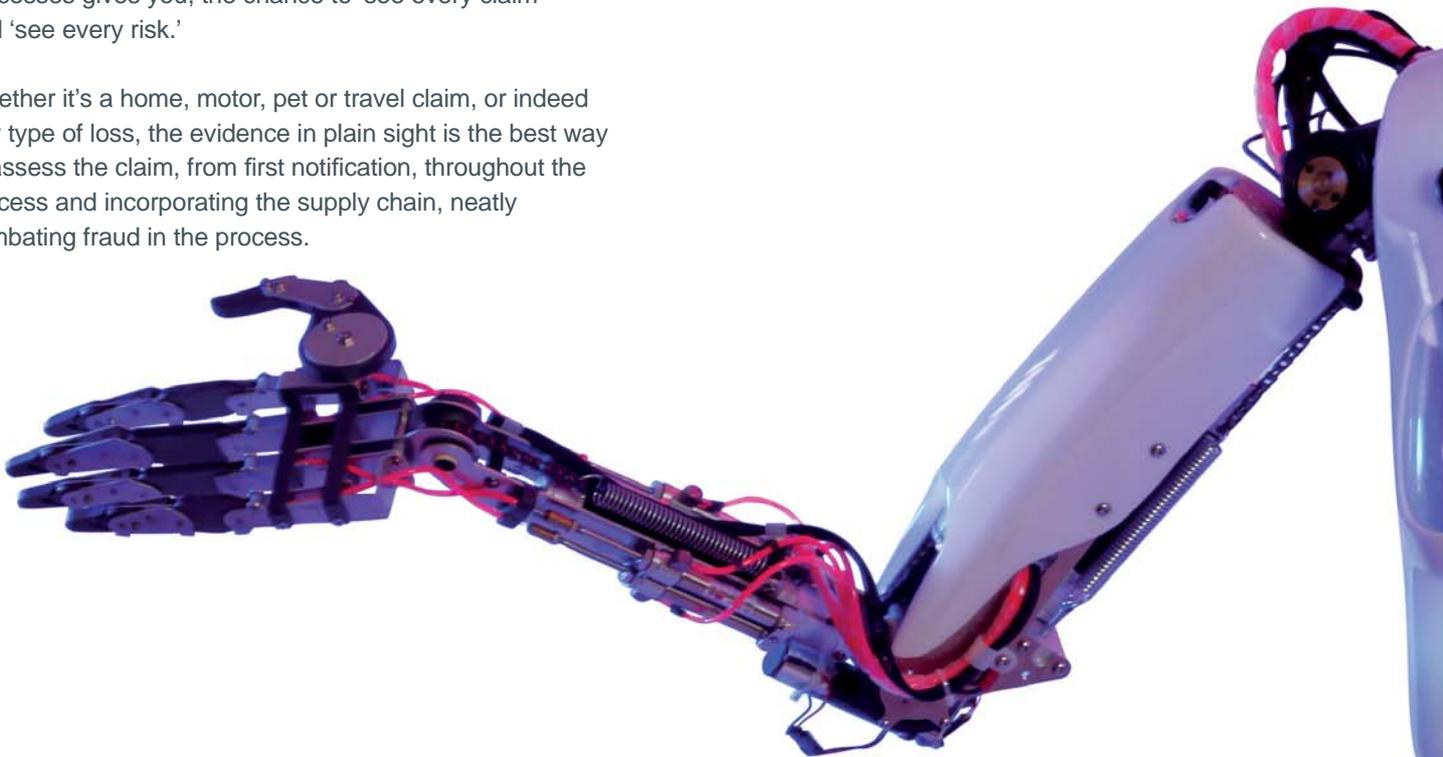


Eyes on the prize

If you can see what you're dealing with, you can act faster and make better decisions, right?

That's exactly what our digitisation of claims processes gives you, the chance to 'see every claim' and 'see every risk.'

Whether it's a home, motor, pet or travel claim, or indeed any type of loss, the evidence in plain sight is the best way to assess the claim, from first notification, throughout the process and incorporating the supply chain, neatly combating fraud in the process.



With 360SiteView, a single digital platform, the claims process is activated in one of three ways:

- > Customers initiate the claims process (via your website) or call your contact centre agents (who circulate the link to your website) and use a mobile device to submit evidence
- > A visit at a time to suit the customer from a member of our trained and managed 'crowd' of agents, selected by their proximity to the incident, assists the customer to report the claim
- > For commercial or more complex claims, expert assessors review the claim from the desktop and see the damage or incident via a live video link

Our 360SiteView platform is the foundation stone to our digital estate, giving you:

- > A foolproof way to validate claims
- > An accurate assessment of loss (and future risk)
- > Certainty that the claim is genuine



Caught red-handed

The ugly spectre of fraud has plagued the insurance industry since its inception. Today, from organised criminal gangs, to exaggerated claims, fraud represents a huge cost to the industry, affecting all classes of claims, in all parts of the world.

In the US it is estimated that fraud costs the industry upwards of \$80 billion every yearⁱⁱ.

In the battle to intercept, detect and quash fraud, business intelligence (BI) and software analytics are critical tools that help highlight the tendencies and patterns of fraudsters.

The best way to achieve this is to have a clear picture of all the data related to a claim from every source available to the insurer.

The trouble is, around 90 percent of the data held by insurers is contained in unstructured data – images, rich media and PDF documents - whereas most analysis and visualisation tools will only analyse structured data.

This is why our 360Analytics suite of tools has been devised to handle your big data, structured or unstructured, internal or external, to take this text and turn it into fully searchable data.

Our fraud analytics system is unique in its ability to provide:

- > The ability to turn all text searchable
- > Fast, simple search, able to overcome typical OCR and data quality issues
- > Extraction of data from external sources to blend with your own
- > The perfect complement to your existing systems, visualised in over 600 ways

ⁱⁱ Coalition Against Insurance Fraud

Head in the sky, or feet on the ground

Aerial capture

Our 'see every claim', 'see every risk' philosophy incorporates the use of unmanned aerial vehicles (UAV) to capture images in places that are hard to reach, unsafe or inaccessible, particularly useful in catastrophe and disaster recovery scenarios.

Where flying is not an option we deploy telescopic masts, reaching to over 20m, mounted to incident response vehicles, for high quality, remotely-captured stills and video, impossible to obtain in any other way.

Our service includes crowdsourcing experienced, certified teams to operate drones and UAV throughout the world, ensuring safe, legal practices are adhered to. We also offer 3D mapping to assist with CAT planning and pre-assessment risk.



Ground level capture

Managing an asset portfolio, such as properties requires site inspections.

But these can be abated by capturing images via 360° video at ground level through the use of vehicles equipped with HD video image systems. The special cameras shoot external and internal images of property and use of additional software creates virtual tours, image captions and hyperlink to video, text or websites.

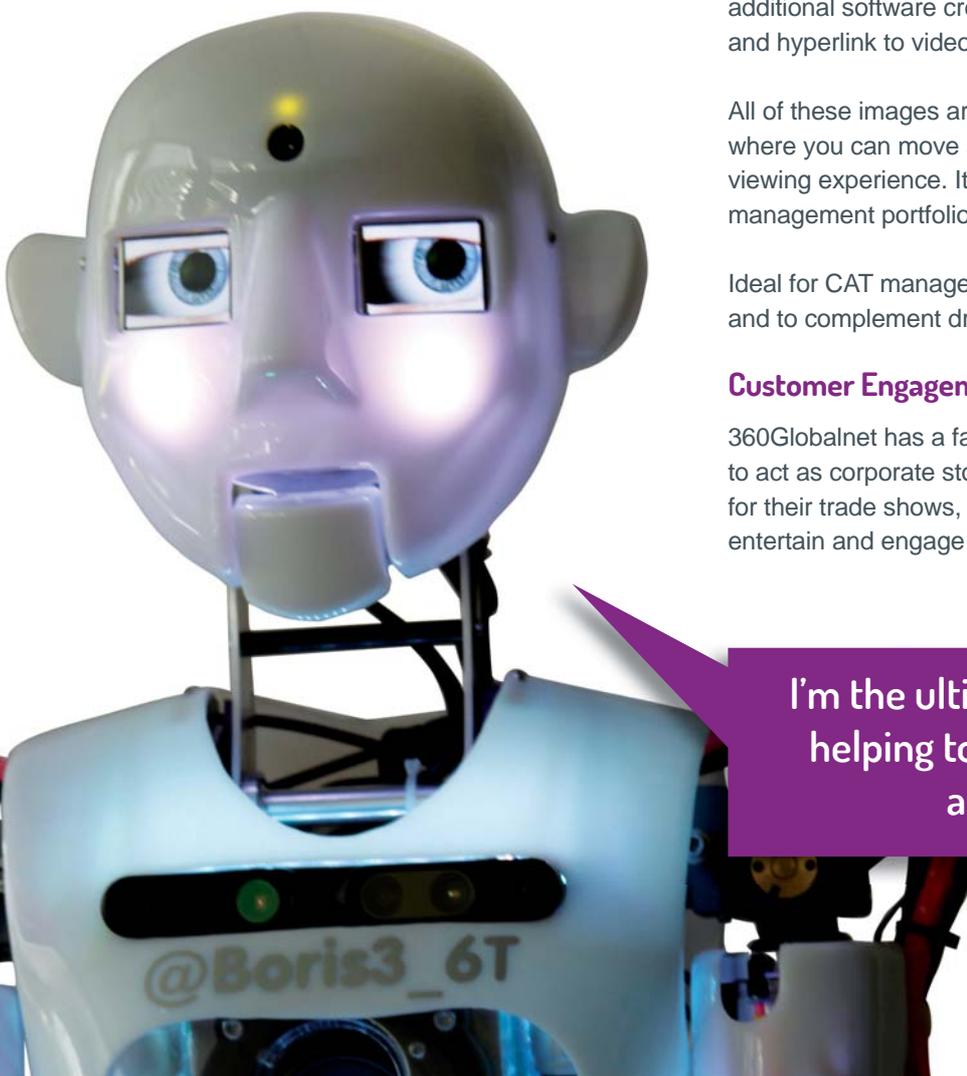
All of these images are delivered to the desktop, where you can move and spin the view, for the ultimate viewing experience. It puts you in control of your asset management portfolio.

Ideal for CAT management and pre-assessment risk and to complement drone and UAV capture.

Customer Engagement

360Globalnet has a family of life-sized humanoid robots to act as corporate storytellers and to hire to companies, for their trade shows, promo work, corporate events, to entertain and engage with their clients and customers.

I'm the ultimate crowd-pleaser,
helping to draw in customers
at any event.



A new heart

Digital claims innovation is an achievable goal for your business and it is available now.

In the age of disrupt or be disrupted, why not be the master of your own destiny and use mobile-enablement and digital technology to arrive in the future, today.

Talk to 360Globalnet today if you would like to achieve any of the following in your organisation:

76%

+ NPS (net promoter score)
for customer satisfaction

To settle
property claims in an
average of around

90
minutes

Most customers score 9.8 out
of 10 and over half score you

10 out of 10
for overall experience

Fraud reduction in household
insurance claims of more than

30%

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