# Appian launches Connected Claims 2.0 to accelerate AI-driven insurance claims processing



Appian has unveiled its latest offering, Connected Claims 2.0, an advanced AI-driven platform tailored to revolutionise insurance claims management. This solution seeks to streamline the often-complex processes associated with claims handling, driven by a unified workflow that utilises Appian's Case Management Studio, integrated AI agents, and a robust data fabric. With global insurance claims processing costs predicted to surge to USD $638.3 billion by 2032, the introduction of Connected Claims 2.0 comes at a crucial time for the industry.

This innovative platform addresses several operational challenges faced by insurers, enhancing efficiency while simultaneously tackling fraud detection and inconsistencies in claims processing. Among its key features are customisable workflows, real-time data access, and AI-generated insights, all accessible through a user-friendly single interface. Such enhancements are designed to reduce processing times, improve data management, and ultimately heighten customer satisfaction.

According to Appian, the Connected Claims solution significantly optimises the role of claims adjusters by automating numerous tasks that have traditionally required substantial manual input. The platform is capable of functions such as data classification, document summarisation, contextual chat, and recommended next-best actions, thereby accelerating decision-making and claims resolution. The introduction of the Appian AI Document Center stands out, enabling users to train models for extracting information from unstructured documents. This upgraded capability is expected to not only streamline the intake of documents but also enhance data accuracy and improve follow-on tasks related to fraud detection and triage.

The platform's ability to improve claims handling is underscored by its adoption among major industry players, including Aon, Canada Life, and Aviva. Furthermore, Appian has garnered recognition from Everest Group as a Leader in its AI-enabled Claims Management Systems for Property & Casualty Insurance. This assessment reflects Appian’s strengths in technology capabilities, vision, customer engagement, and deployment flexibility, positioning it optimally within a competitive market.

Commenting on the capabilities of Connected Claims 2.0, Aurindum Mukherjee, Practice Director at Everest Group, noted, "Appian's Connected Claims solution, built on its low-code platform, combines AI-driven document processing, seamless third-party integrations, and configurable accelerators to deliver rapid time-to-value for P&C insurers." This endorsement indicates Appian's commitment to not just innovation but also to client satisfaction and operational excellence.

Jake Sloan, the Global Vice President of Insurance at Appian, explained the strategic intent behind this launch. He stated, "We are launching Appian Connected Claims 2.0 to meet the urgent need for speed and early value realisation as the insurance industry tackles complexity. Our solution drives digital-first claims innovation... and leverages the latest powerful AI in process to accelerate cycles." This dual focus on operational efficiency and enhanced customer experiences encapsulates the transformative potential that Connected Claims 2.0 is poised to deliver across the insurance ecosystem.

By catering to the diverse needs of various insurance professionals—including claims adjusters, fraud detection teams, and compliance officers—Connected Claims 2.0 is aligned not just with industry demands but also with the future of claims management. As insurers continue to face mounting pressures for quicker claim resolutions and more sophisticated fraud detection, the deployment of such advanced technologies may prove essential in maintaining competitive advantage.

### 📌 Reference Map:

* Paragraph 1 – [[1]](https://channellife.com.au/story/appian-launches-connected-claims-2-0-to-transform-insurance), [[4]](https://docs.appian.com/suite/help/24.4/ccs-23.3.1.0/connected-claims-overview.html)
* Paragraph 2 – [[1]](https://channellife.com.au/story/appian-launches-connected-claims-2-0-to-transform-insurance), [[2]](https://appian.com/industries/insurance/solutions/connected-claims), [[5]](https://markets.businessinsider.com/news/stocks/appian-announces-appian-connected-claims-for-insurance-1029679457)
* Paragraph 3 – [[3]](https://appian.com/about/explore/press-releases/2020/appian-connected-claims-solution-available-in-aws-marketplace), [[6]](https://www.prnewswire.com/news-releases/appian-connected-claims-solution-available-in-aws-marketplace-301181279.html)
* Paragraph 4 – [[5]](https://markets.businessinsider.com/news/stocks/appian-announces-appian-connected-claims-for-insurance-1029679457), [[4]](https://docs.appian.com/suite/help/24.4/ccs-23.3.1.0/connected-claims-overview.html)
* Paragraph 5 – [[1]](https://channellife.com.au/story/appian-launches-connected-claims-2-0-to-transform-insurance), [[2]](https://appian.com/industries/insurance/solutions/connected-claims)
* Paragraph 6 – [[1]](https://channellife.com.au/story/appian-launches-connected-claims-2-0-to-transform-insurance)

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://channellife.com.au/story/appian-launches-connected-claims-2-0-to-transform-insurance> - Please view link - unable to able to access data
2. <https://appian.com/industries/insurance/solutions/connected-claims> - Appian's Connected Claims solution aims to enhance insurance claims processing by unifying data from various systems, thereby improving efficiency and accuracy. It leverages AI and RPA to automate tasks, reducing manual intervention and accelerating claims resolution. The platform offers features like real-time data access, AI-driven insights, and automated compliance management, all presented through a single interface. Trusted by leading insurers, Connected Claims has demonstrated significant improvements in claims handling efficiency and customer satisfaction.
3. <https://appian.com/about/explore/press-releases/2020/appian-connected-claims-solution-available-in-aws-marketplace> - Appian's Connected Claims solution is now available in the AWS Marketplace, providing insurers with a unified platform to streamline claims management. The solution integrates AI and RPA to automate processes, enhancing decision-making and operational efficiency. It unifies data from existing claims systems without the need for migration, offering a 360-degree view of customers and claims. The platform is designed for rapid deployment, enabling insurers to improve claims processing times and customer experiences.
4. <https://docs.appian.com/suite/help/24.4/ccs-23.3.1.0/connected-claims-overview.html> - The Connected Claims solution by Appian offers a unified platform for insurance claims management, integrating data from various systems to provide a comprehensive view of claims and customer information. It features customizable workflows, real-time data access, AI-powered insights, and automated compliance management. The platform supports integration with services like Amazon S3, DocuSign, Salesforce, and Google Maps, enhancing its functionality and adaptability to diverse insurance processes.
5. <https://markets.businessinsider.com/news/stocks/appian-announces-appian-connected-claims-for-insurance-1029679457> - Appian has introduced Connected Claims for insurers, a suite of integrated applications designed to simplify insurance claims processes. Built on the Appian Low-code Automation Platform, it offers real-time visibility into the claims lifecycle and unifies data from existing systems without migration. The solution leverages AI and RPA to automate tasks, reducing manual errors and accelerating claims settlement. It is recognized as a leader in software for insurance companies by industry analysts.
6. <https://www.prnewswire.com/news-releases/appian-connected-claims-solution-available-in-aws-marketplace-301181279.html> - Appian's Connected Claims solution is now available in the AWS Marketplace, offering insurers a unified platform to streamline claims management. The solution integrates AI and RPA to automate processes, enhancing decision-making and operational efficiency. It unifies data from existing claims systems without the need for migration, providing a 360-degree view of customers and claims. The platform is designed for rapid deployment, enabling insurers to improve claims processing times and customer experiences.
7. <https://docs.appian.com/suite/help/24.4/ccs-24.2.1.0/ccs-site-features.html> - Appian's Connected Claims solution offers a unified platform for insurance claims management, integrating data from various systems to provide a comprehensive view of claims and customer information. It features customizable workflows, real-time data access, AI-powered insights, and automated compliance management. The platform supports integration with services like Amazon Comprehend, SurveyMonkey, WhatsApp, Spixii, Google Maps, and Twilio Utilities, enhancing its functionality and adaptability to diverse insurance processes.