



COID[®]

COMPENSATION FOR OCCUPATIONAL
INJURIES & DISEASES.



Solution Overview

Our Automated Claims Process solution for the Compensation Fund (COID) in South Africa is designed to streamline and digitize the management of occupational injury and disease claims. We have designed the solution to leverage current Microsoft enterprise platform investments. The platform will ensure efficiency, accuracy, and compliance, significantly improving the claims handling process for both internal and external stakeholders.

Service Description

The COID digital claims solution will utilize advanced Microsoft enterprise platforms to automate and manage the claims process for COID end-to-end.

Digital Claims Management

The City of Johannesburg Metropolitan Municipality has invested quite significantly in Microsoft enterprise software. The system will leverage on those investment by utilizing the Microsoft Power platform (Power Apps and Power Pages) as the front end and back-end automation. Microsoft Dynamics Customer Engagement will be used for Case registration, assignment, tracking and case resolution.

The digital claims process will ensure that all data is accurately captured and stored in the secure Microsoft cloud data sources such as dataverse or Azure SQL. This transition from manual paper-based process to digital claims will enhance the users or employee experience throughout the claim process.

Secure Data Storage

Using Microsoft Dataverse as the preferred data store ensures secure and scalable storage for all claims data. This platform provides robust data management capabilities, including secure access controls and encryption, ensuring the confidentiality and integrity of the stored information.

Automated Workflows

The COID claims solution incorporates automated workflows to streamline the claims process. This includes automated submission, approval, and review processes, reducing manual intervention and ensuring timely processing of claims.

User-Friendly Interfaces

Power Apps (Canvas) provides a user-friendly portal for users to submit and manage claims, upload documents, and monitor claim statuses through dashboards.

Key Differentiators

Comprehensive End-to-End Service

Our solution covers every aspect of the claims process, from initial claim submission to final resolution, ensuring a seamless transition to digital records management.

Advanced Technology

Utilizes Power Apps, Power Pages, and Dataverse for accurate and efficient data handling, ensuring all processes are streamlined and user-friendly.

Enhanced Accessibility and Efficiency

Digital records significantly improve the accessibility and efficiency of data management, allowing for instant access to records and better coordination.

Security and Compliance

Prioritizes data security with advanced encryption and secure access controls, ensuring compliance with all relevant regulations and standards.

Conclusion

Our online claims process for COID submissions will streamline claim procedure, enhance employee experience, improve efficiency and accuracy of claims. The solution will offer state of the art security, transforming this historically tedious process into a seamless digital experience from start to finish. The automated case management engine will ensure compliance and will significantly improve data accessibility and management, benefiting all key stakeholders.

Technology Components



Power Apps (Canvas)

- **Purpose:**
Create custom business applications without extensive coding.
- **Features:**
Drag-and-drop interface, Integration with various data sources and pre-built templates and Mobile and web support.
- **Benefits:**
Fast app development. empowers non-developers and automates business processes.



Microsoft Dataverse (formerly Common Data Service)

- **Purpose:**
Centralized data repository for managing and storing structured data.
- **Features:**
Data integration, management, and security.
- **Benefits:**
Facilitates the integration of data from multiple sources and provides a sole source of truth.



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