



# Complex's New Add-On Streamlines Record Retrieval for Duck Creek Users

Complex's end-to-end digital process supports the shift to lower-touch claims, reducing the time it takes to obtain and summarize any type of records, including: medical, billing, films, phone, insurance, building, police, social security, and more. The Complex Add-On for Record Retrieval enables insurers on Duck Creek to easily and securely:



## Order records faster

with claim info automatically populated



## View real-time order status

Directly within Duck Creek



## Receive records in Duck Creek

Receive records & films into your claim file or document management platform



## View records and films

within Duck Creek with an accessible DICOM viewer for films



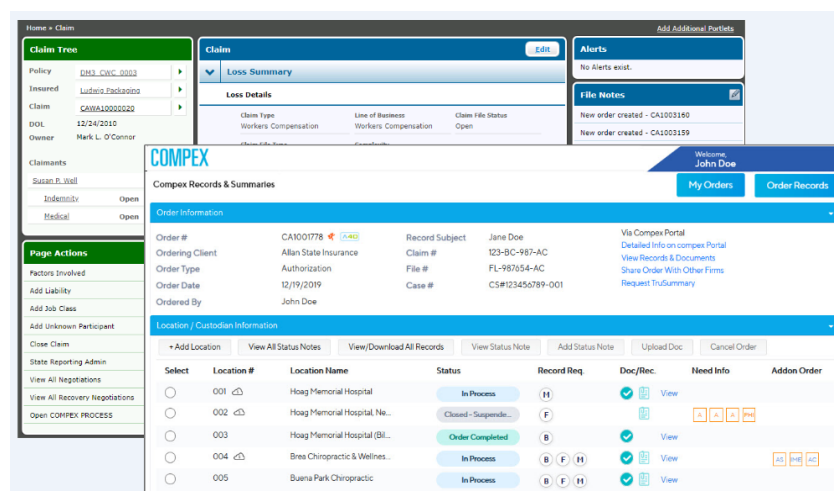
## Add Summaries & Chronological Org.

chronological organization and medical/billing summaries save time & add value



## Send records and films to third parties

such as law firms, IME's, Authentic4D, and others, as appropriate



## Integration Benefits

- ✓ Resolve claims faster with shorter cycle times
- ✓ Reduce record retrieval and summarization costs
- ✓ Streamline the process across claims, legal, and third parties
- ✓ Redirect adjuster time to higher value activities
- ✓ Support virtual and low-touch claims handling
- ✓ Modernize with a digital end-to-end process

For more information, contact **Lauren Brown**, Complex's Director of Marketing & Strategic Partnerships

(312) 623-8157 · [lauren.brown@compexlegal.com](mailto:lauren.brown@compexlegal.com) · [compexlegal.com](http://compexlegal.com)

# Why Compex?



## National Coverage

Compex provides services in all 50 states, delivered by over 500 professionals in 36 offices, with deep expertise in state and local regulations, from coast to coast



## Unified Operating Platform

Compex's operating systems and platform are completely unified across the company, enabling consistent deployment of best practices and a seamless client experience



## Responsive Support

Compex's industry-leading customer support team responds to client requests quickly, giving you confidence that your needs are consistently being looked after



## Deep Domain Expertise

Compex is the longest-operating record retrieval solution provider, giving us unprecedented expertise in all technical and procedural aspects of the business



## Best-in-Class Partnerships

Compex offers partnerships with industry leaders including Guidewire Insurance Platform, Authentic4D (Expert Film Evaluation), Colortokens (ZeroTrust Security), DocuCents and MerusCase Legal Practice Management



## Customization & Transparency

Compex's client portal tailors the experience to your preferences, so your orders are delivered your way, and keep you updated in real-time, so you always have a pulse on your records



## Industry-leading Technology

Compex offers an intuitive client portal, best-in-class infrastructure and cybersecurity measures, all enabled by a powerful operating platform that ensures reliable delivery



## Invested In Your Growth

Compex is a business partner—beyond just a transactional vendor—helping you drive efficiency and effectiveness while implementing and scaling corporate initiatives successfully

For more information, contact **Lauren Brown**, Compex's Director of Marketing & Strategic Partnerships.

(312) 623-8157 · [lauren.brown@compexlegal.com](mailto:lauren.brown@compexlegal.com) · [compexlegal.com](https://compexlegal.com)