viaOne®

Our viaOne suite of tools provides our clients and their employees with convenient, secure online access to real-time claims information, along with configurable features and communication options to meet their needs.

Making your job easier

Sedgwick is an industry leader in building and customizing technology that fully integrates with virtually any human resources, risk management or payroll system. Our proprietary viaOne suite of tools provides clients and their employees with 24/7 access to real-time claims information through a secure website.

Client technology consulting

Sedgwick's client technology consulting team delivers excellence in client and colleague customer service by providing advanced viaOne training for users. They serve as the first line of support and assist clients with troubleshooting needs. The team also provides sales presentations, system demonstrations and capabilities overviews for prospective clients.
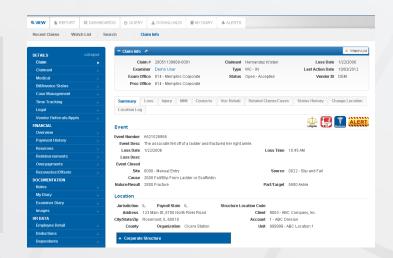
Client feedback

At Sedgwick, we have always believed that technology must first meet the needs of our customers. Using the Site Survey link in viaOne, they can easily let us know how we can do that better. Client recommendations have resulted in key enhancements, including a new report module, expandable and collapsible menu features, and greater system control through expanded preference options.

Core capabilities

Some of the key features in viaOne include a view tool and graphical dashboards. Here are some additional details highlighting the capabilities in viaOne.

View

Users have the ability to conveniently add claims of interest to a user-defined Watch List, view specific claims for detailed, real-time information including notes, payments, reserves and absence/work status data via easy-to-use tabs and screens. Users have full visibility into every aspect of managed care – from triage and intake to clinical services and medical bill review – and they can email the assigned examiner. A summary screen with icons (pictured below) gives a visual overview of claims.
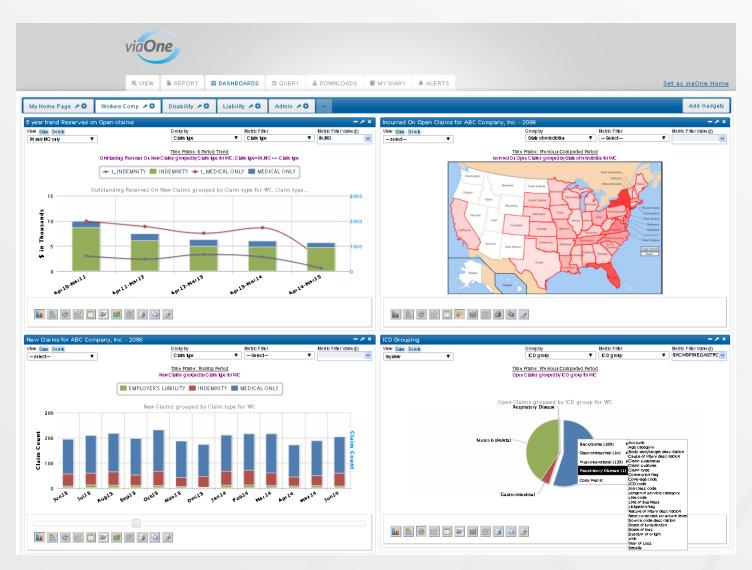
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Dashboards

Using the dashboards, clients can go beyond the visualization of data to analyze information immediately. Sedgwick gives clients the ability to choose any path they see as important in understanding their data. There is virtually no limit to how deep users can go into the data. See sample dashboard features below.

My Tasks

The My Tasks tool is another key feature in viaOne. My Tasks enables users other than clients (such as carrier and broker users) to assign tasks to themselves that generate future reminders. Entries created in My Tasks are user-specific and cannot be viewed by, updated by, or assigned to other users.

Data protection

We are committed to protecting client and employee information and ensuring secure, authenticated access to data. Sedgwick's investment in security technology is unmatched in the industry. Our world-class infrastructure and secure-by-design software architectures are part of our unwavering commitment to protecting our clients' data.

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