



# SUCCESS STORY

## CLIENT PROFILE:

- Tier 1 National Carrier - \$1.BB DWP
- Deployed
- 800+ users
- Specializes in truck insurance products and services (17 lines of business)
- Recognized as an innovative thought leader in areas of proactive risk management programs for its insureds

## CLIENT NEEDS:

- Improve customer/claimant experience
- Reduce loss expense/ratio by 1 – 2%
- Ease of managing vendors
- Increase capacity to support growth targets at current staffing levels
- Flexible workflow for different scenarios

## INSURITY SOLUTION: CLAIMS DECISIONS

- Full claims lifecycle management and administration
- Wolters Kluwer AuthenticWeb for claims
- Continuous regulatory compliance
- Claims analytics and reporting
- Case management and workflow
- Subrogation and litigation management
- Vendor integration
- Mobile-oriented

## BUSINESS IMPACT

- Improved claimant and customer experience, resulting in increased customer retention following a loss
- User interface and user based workflows decreased training time for new hires – intuitive single system for all claims
- Elimination of duplicate data entry – expansion of data capture and the ability to consume both structured and unstructured data (video, notes, photos, emails) improved data quality
- Reduction of manual workarounds improved efficiency and productivity resulting in improved scalability of teams