



AIG

American International Group, Inc. (AIG) is a leading global insurance organization. Building on 100 years of experience, today AIG provides a wide range of property casualty insurance, life insurance, retirement solutions, and other financial services to customers in more than 80 countries and jurisdictions. These diverse offerings include products and services that help businesses and individuals protect their assets, manage risks and provide for retirement security.

The Challenge

AIG needed a solution that enabled them to effectively and efficiently dispatch jobs to a third-party network; and, deliver exceptional customer experience through real-time communication and job status updates.

The Solution

AIG selected ServicePower's integrated Dispatch, Contractor Reimbursement and Customer Self-service solutions, enabling the intelligent dispatch of work to those best suited for the job, resulting in:

- Lower job rejection percentages
- Reduced number of claims submitted
- Increased number of technicians able to meet their service/repair objectives
- Improved capacity and accuracy of appointments

To provide its customers with a comprehensive self-service platform, AIG implemented the Customer Self-service solution for simplified service request submissions, direct technician communication, tracking technician arrivals and reviewing post service-documentation.

AIG has also improved quality of service with ServicePower's Contractor Management solution, allowing for background checks and drug testing via a wizard based self-service platform.

The Results



40%
increase in first-time fix rate



20%
decreased in onsite time

“With ServicePower’s technology, AIG is now an example of a field service organization that confidently ensures the customer is always number one.”

Greg Leonberger, Vice President,
Service Operations, AIG

“Everything we do as an industry needs to satisfy the customer. The [ServicePower] Customer Self-service solution is that first tool in the direction of where we need to get to. It has made significant strides to giving the customer the information at their fingertips. Everything along the way for the customer is just seamless.”

- Greg Leonberger, Vice President, Service Operations, AIG

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