

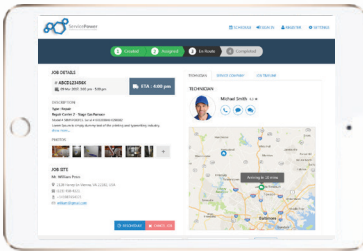
Field Service Management Technology for Insurance

With underwriting losses more than doubling, driving net income down and customer retention remaining flat or even declining, Property and Casualty Insurance providers are increasingly evaluating InsurTech for efficiencies, savings and customer experience improvements. While the InsurTech space is relatively new, ServicePower's solutions to increase policy holder satisfaction and reduce costs are not. [Let us help improve your bottom line.](#)



ServicePower's provides faster, smarter field service, on a unified platform, so you can expedite the first notice of loss process, reduce time to onsite, better enable adjusters, and automate your claims process to increase policy holder satisfaction and improve your bottom line.

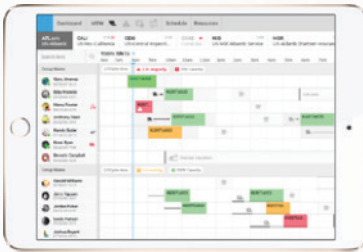
Customer Portal



Customer Engagement

- Offer a customized portal to enable policy holders to log in with their policy number, upload photos, check their appraisal status, watch their adjuster in route, and communicate with him or her if needed
- Provide promotional messages during this key interaction opportunity

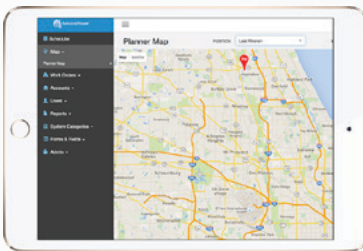
Scheduling



Smart Scheduling

- Pair parameters like skills, certifications, and geography with the latest in AI for real-time scheduling to ensure that the best adjuster is assigned, at the least cost
- Re-optimize schedules and routes in real-time to accommodate intra-day changes, increasing on-time arrival and completed jobs per day and decreasing travel costs

Mobility



Mobile Tech Enablement

- Ensure adjusters arrive with assessment forms, photo capture, etc., everything he or she needs to get the job done, driving consistent quality service delivery, improved productivity, and increased completion rates
- Proactively offer additional value-added coverage while onsite to increase revenue

Claims Management

- End to end claims management, from rules configuration to payment
- Automate the bulk of the claims process. Cull through data faster and more thoroughly to identify anomalies and possible fraud
- Ensure legitimate claims are paid quickly

Contractor Management

- Better manage augmented staff during catastrophes or other times of high volume
- Dynamically choose a contractor based on rank scores, credentials, crowd sourced BBB info, and dynamic rules configuration
- Confidently book an appointment based on available time-slots, and view job status to track progress

Reporting & Analytics

- Use real-time business intelligence to truly understand current operations, feed metrics back into the operation, and fine tune future operations
- Access workforce performance KPIs and scorecards in real-time, from either mobile devices or the desktop and share them inside and outside the organization

We also offer insurance providers:


- Work Order Management
- Inventory, Asset and Contract Management
- Outsourced Managed Services

ABOUT SERVICEPOWER ServicePower is an integrated field service management solution focused on helping companies deliver an exceptional customer experience at the lowest cost. Trusted by field service organizations around the world such as GE Appliances, ADT, Johnson Controls, John Lewis Partnership, Electrolux, Mitsubishi, and AIG Warranty, ServicePower is the only workforce management solution enabling organizations to efficiently manage both captive and 3rd party service providers. Our digital technology enables improved customer satisfaction, reduces costs and generates new revenue streams.


For more, visit www.servicepower.com

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PROVEN RESULTS!

Some of the largest Property and Casualty Insurance providers have used ServicePower to:

Expedite the first notice of loss process

Reduce travel costs

Lower time to onsite

Increase assessments per day

Diminish reliance on more costly body-shop assessments

Lessen the time policy holders require rental cars

Lower fraudulent claims

Grow revenue

Expand their interaction with policy holders

Increase policy holder satisfaction during a typically frustrating experience

Improve NPS

According to Deloitte, by automating the claims process alone, the US insurance industry could potentially **free up 54M - 185M hours annually, a potential cost savings of \$1.7B - \$8.9B.**



www.servicepower.com