Safeware

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Safeware was founded in 1982 on the simple concept of protecting consumer products. Uniquely positioned as both a licensed insurance agency and third-party administrator of extended service plans, Safeware's innovative approach to protection solutions has propelled the company into multiple industries. These include education, government, retail, corporate technology, fitness, furniture and appliances.

Safeware has a diverse customer base with partners ranging from mom and pop retailers to top 100 resellers, as well as the country's largest universities and colleges. Regardless of size, Safeware's focus on providing best-in-class solutions and service allow our partners and customers to own their products with confidence.

The Challenge

With rapid growth and success, Safeware knew it was time to evaluate their field service solution processes. At the time, the team had a very manual process for updating service agreements, managing on-boarding and credentialing and remaining compliant with industry regulations. Wanting to be more efficient and find a contemporary solution, Safeware began their search for a field service management partner that could help to streamline operations for better network performance management.

Results

3,000+
service technicians credentialed and onboarded to the ServicePower platform

80%
increase in automation resulting in faster claims approvals

98%
increase in examiner claims handling (without an increase in headcount)

25%
reduction in overall claims cycle time

"When servicers are getting regular jobs and paid in a timely manner, they are happier and perform service faster and more efficiently, resulting in a superior customer experience."

Request a Demo

Safeware selected ServicePower's end-to-end solution to provide a more modern technology platform and give them an edge up on their competitors.

With ServicePower, Safeware has the ability to:

Automate on-boarding and credentialing for servicers.

Gone are the days where servicers need to manually login to get set up with Safeware. In addition, Safeware now has the ability to create profiles, execute agreements, implement credentialing and mange performance after on-boarding.

Seamlessly dispatch work and easily receive and process claims from servicers.

Safeware's implementation of dispatch and claims now saves its servicers time during the day by eliminating the dreaded "hop" back and forth between platforms. Additionally, they have seen significant reductions in cycle time for processing and adjudication of claims and now have the ability to pay servicers faster.

With the implementation of ServicePower, Safeware has seen vast improvements in performance, cost containment, compliance and streamlined operations.

"ServicePower provided us a contemporary solution that gave us complete control over our network from a payment, performance and compliance standpoint. ServicePower was a great fit and we felt that they would continue to grow and scale with us."

- Laurel Cipiti, Vice President, Solution Center Operations, Safeware

ServicePower