Case Study: North American TPA Reduces Claims Spend with Warranty Claims Management Technology from ServicePower
The Company - Our client underwrites and markets specialized insurance, extended service contracts and other risk management services (TPA). It operates through a broad range of companies and works collaboratively with leading financial institutions, retailers and utilities in the US and around the world. With over 4,000 employees, numerous divisions and a global client base, it has forged a leading position in the marketplace, bringing complex and demanding service scheduling needs.

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Integrated Warranty Claims Management is critical to Control the Cost of Service.

The Background
In 2008 the client acquired an existing third party administration group from an OEM which handled service contracts internally. The OEM marketed and sold extended warranties and service contracts for major appliances and consumer electronics sold by its dealer network. This highly successful business became part of the TPA’s extended protection solutions, increasing its presence in appliance and electronics, which meant 2 separate field service management systems had to be integrated to facilitate its combined administration program.

The Choice
The OEM was already using ServicePower’s field service platform, including Smart Scheduling, Contractor Management, and Warranty Claims Management very successfully, and although the TPA was not buying the existing proprietary CRM and ServicePower platform from the OEM, managers quickly appreciated the benefits of using the platform when creating fresh management systems for the company’s integration.

'We had 22 different projects to complete as part of the integration and it would have been much harder to figure out how to achieve our goals if we had not brought that platform in to support so much of the business’ said the Senior Director in charge of the integration and the TPA’s e-strategy.

Implementation
The TPA implemented Contractor Management, and Warranty Claims Management. They were able to manage 3rd party service contractors, ensuring the appropriate geographical and skill
coverage to support its service contract portfolio. The solution also helped ensure that only contractors with the best quality, cycle time and best service rates carried out repairs. The Claims Management solution facilitated the smooth handling of claims validation, saving significant money in claims identified as non-payable through the audit functionality. The payment process was also streamlined and made more efficient.

The entire process was inevitably complex, but the TPA was pleased with the out-of-the-box functionality of the platform as well as with the effectiveness of the ServicePower development and support teams, with which it worked alongside to ensure a smooth, seamless integration and that any problems were quickly resolved.

In fact, the TPA soon realized ServicePower was much more effective than the alternative platform they had been using, with far fewer outages and more efficient audit and edit capabilities. Consequently they decided to roll it out across all their businesses, including Canada.

The client also utilizes ServicePower Reporting and Analytics as the mechanism through which it plans and analyses its field service network. It’s able to plan coverage based upon expected geographical demand, as well as monitor costs, parts usage, cycle time and fraud.

**Benefits**

With increased efficiencies and stability in comparison with competing software, ServicePower brought very tangible benefits to the client’s operations.

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In addition to ensuring existing operations were easier and more profitable, ServicePower also allowed the TPA to
innovate. Its reliable but adaptive capabilities provided core operation around which they constructed a new internal mobile app for customers with open service contract claims. If an in-home service has been arranged, clients can now use the app to reschedule, with ServicePower making this a real-time process.

‘This is one of the many ancillary benefits beyond the internal efficiencies and savings we got. It’s helped us provide an improved customer experience with a service our competitors don’t offer.

The client appreciated that their business could not afford to be without ServicePower. The client has since worked with ServicePower to develop entirely new products to best meet the needs of clients and other business units.

The End Result

‘ServicePower is a very stable, robust platform that has yielded significant savings over the three years we’ve used it. We expect this to continue into the future and with future clients.’
For companies providing field service, ServicePower is the only field service and mobile workforce management platform enabling organizations to save money, improve customer satisfaction and drive new revenue by efficiently managing both internal and 3rd party field service providers. ServicePower uniquely combines customer engagement, mobile technician enablement, smart scheduling, work order, asset, inventory and contract management, contractor management, warranty claims management, and reporting and analytics, in a faster, smarter, unified solution.

We deliver smart field service management solutions that improve the speed and quality of our customer’s experience and optimize the effectiveness of their field service team.

ServicePower also offers a fully managed network of 3rd party service providers to enable rapid and high-quality on-demand “spill-over” servicing at peak times and in hard-to-reach locations across North America and the Europe.

For more, visit www.servicepower.com

Improved Service Delivery. Maximized Profitability.

ServicePower helps achieve the “big win.” By evolving service delivery, facilitating hybrid workforce management, and maximizing profitability, our customers can realize exponential ROI from efficiency savings and productivity improvement, while also driving new, high-value recurring revenue growth.