

IN A POST PANDEMIC WORLD, PROPERTY & CASUALTY INSURANCE COMPANIES MUST DIGITIZE THE CLAIMS EXPERIENCE



Prior to COVID-19, digital innovation was a hot topic across nearly all industries. To meet the connected customer's new and modern demands, service business leaders began formulating plans to digitally transform the way their businesses operate over time.

Fast-forward to 2021, amidst a global pandemic. [Digital transformation in field service](#) has shifted from a gradual transition to an urgent requirement for business survival, particularly in the insurance industry. With health and safety risks at an all-time high, Property & Casualty (P&C) insurance companies have been forced to rapidly move away from in-person service.

To satisfy and retain policyholders, global insurance leaders, including **Allstate, Munich Re, Aviva, and Liberty Mutual**, are integrating digital technology into all areas of business, changing how they operate and deliver value to their customers.






According to Accenture's Technology Vision for Insurance 2020, of the 539 global insurance executives surveyed, [82 percent said their organizations plan to invest](#) at least 1% of the company's total revenue in new digital technologies.

The next challenge P&C insurance companies face: scaling the emergency digital programs implemented in 2020 into long-lasting digital transformation.

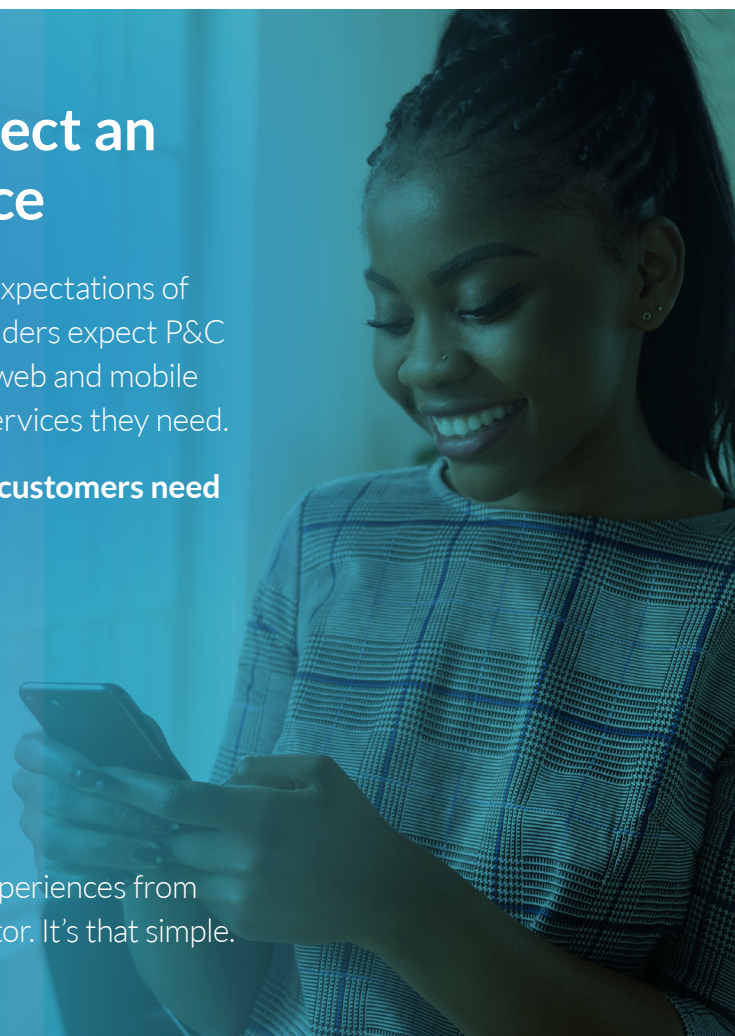
Your Policyholders Now Expect an End-to-End Digital Experience

Socially distant consumers now have different service expectations of their insurers. With fewer in-person channels, policyholders expect P&C insurance companies to offer intuitive desktop, mobile web and mobile apps that perform well and offer the information and services they need.

To drive connection and retention in a digital world, customers need these tools at their fingertips:

-  Well-designed mobile apps
-  Information-rich [customer portals](#)
-  Virtual claims experiences
-  Real-time collaboration with adjusters
-  Digital payments

If policyholders are not satisfied with their customer experiences from start to end, they'll move on to a digitally savvy competitor. It's that simple.





Enter ServiceP&C, a Custom Solution that Empowers Adjusters and Customers, Improving Retention and Satisfaction

In the wake of the pandemic, ServicePower has built tremendous momentum in the insurance industry. Powered by a custom built [ServiceP&C solution](#), P&C insurance service leaders can easily manage a blend of employed and independent adjuster workforces to deliver exceptional customer experiences, with zero in-person contact.

Core Benefits of the ServiceP&C Solution

- ✓ Digitally engage customers with real-time communication, driving overall satisfaction
- ✓ Easily manage a blended workforce of adjusters so you can scale to market demands
- ✓ Provide adjusters with the technology to remotely and safely assess damage
- ✓ Optimize adjuster schedules to drive efficiency and service profitability
- ✓ Drive automation across the value chain, reducing risks and costs
- ✓ Gather data, monitor, and report business KPIs via easy-to-read dashboards

"We built these tools with the policyholder and adjuster in mind, expediting the overall process from first notice of loss, reducing turnaround time, empowering adjusters with technology, and delivering end-to-end automation leading to higher policyholder satisfaction and customer retention."

-Frank Gelbart,

Chief Executive Officer, ServicePower

ServicePower works with five of the top ten P&C insurers in North America, including Allstate, USAA, Aviva, Travelers and Liberty Mutual. In Europe, ServicePower has transformed daily operations for Hartford Steam Boiler Inspection and Insurance (HSB), a **Munich Re company**. As the UK's only company solely focused on engineering and technology insurance and inspection services, HSB uses ServicePower to optimize engineer schedules and gain visibility into daily work patterns.

The bottom line: your policyholders expect a stellar customer experience. To meet their digital expectations, invest in a [suite of field service management products](#) that automate, optimize, and satisfy customers. P&C insurance companies must digitally evolve or get left behind.

Free eBook

Post Pandemic Preparedness Guide: Four Lessons Learned from COVID-19 that Are Here to Stay

2020 altered the world, forever changing how we do business. Below are four key shifts global service companies are making to transform the insurer and customer journey:

1. Touchless Service Through Remote and Virtual Support
2. Dynamic Scheduling to Improve Field Service Productivity
3. Blended Workforce to Cope with Labor Shortages
4. Virtual Payments for Your Customers and Independent Service Partners

Post Pandemic Preparedness Guide:
FOUR LESSONS LEARNED
FROM COVID-19 THAT ARE
HERE TO STAY



Your customers now expect a seamless digital experience. Read this free eBook to explore how and why these four key shifts must be part of your field service company's digital transformation.

START READING NOW

About ServicePower

ServicePower is a leading field service management software company focused on providing an exceptional customer experience while delivering significant operational efficiencies. Trusted by field service organizations around the world such as GE Appliances, LG, AIG, Allstate, and Siemens, ServicePower offers the only SaaS platform that helps companies efficiently manage both employed and contracted workforces.



Let's Chat

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