



CAT CLAIMS UNLIMITED CASE STUDY

Independent Adjusters at Cat Claims were able to close more claims faster and deliver consistent, accurate reports by streamlining the scoping process using Array

THE PROBLEM

In the event of a natural disaster, insurance companies hire independent adjusting teams to increase their capacity and deal with the extra demand.

To process each claim, adjusters are required to document the inspection site by collecting photographic evidence, feedback from the owner, and general information about the property itself. This information then needs to be consolidated into a report and sent to the insurance company.

Currently, there is no standardized process for collecting this information. Adjusters' methods vary, often combining paper-based forms and checklists with mobile phone cameras to collect the data which is then 'cobbled' together to create a report for the insurance company. This is a time-consuming, manual task that often produces inaccurate or incomplete results, which are subsequently rejected by the insurance company.

Cat Claims Unlimited approached Array with a brief. They wanted to be one of the first adjusters' teams to fully control the process by providing their adjusters with standardized forms, checklists and processes which when followed will result in an accurate and complete set of data. They went a step further...

Recognizing the time spent manually creating reports, they asked for a solution which would automate report generation so once the data had been collected the completed report would be ready to download and send to the insurance company, removing any manual tasks and ultimately increasing the capacity of their team.

ARRAY'S SOLUTION

Our solutions team knew that Array had the tools to fulfill the Cat Claims brief straight out of the Box. Our IOS and Android app is already used globally by field teams and the apps offline capability would be useful for this project.

We digitized Cat Claims forms and PDF reports within Array and used them as the foundation to provide a management tool which would guide adjusters through a structured process. The forms and checklists were configured so the data is validated, and any missing data or errors would prevent submission until it was completed.

Finally, we automated the report generation using Array docs. All data collected is automatically injected into the relevant areas of Cat Claims PDF report templates and workflows are used to automatically email to the right people.

Array, for adjusters, has provided Cat Claims Unlimited with the level of organization, automation and oversight they were missing. Human error is reduced, daily capacity has increased, and Insurance companies are also appreciating the benefits of working with Cat Claims.

FEATURES USED

- Array Forms –Mobile Forms
- Conditional Logic
- Advanced calculations
- Media Capture with Annotations
- Offline forms
- Array Docs –Auto-generated custom PDFs
- automated emails
- e-signatures
- Array Tasks –task manager



The Results

- Reduced hours of work from 4 hours to 1 hour
- Adjusters complete 3x more scopes within a day
- 99% reduction in delivery time per report

Contact Matt Doyle to start powering your business with

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