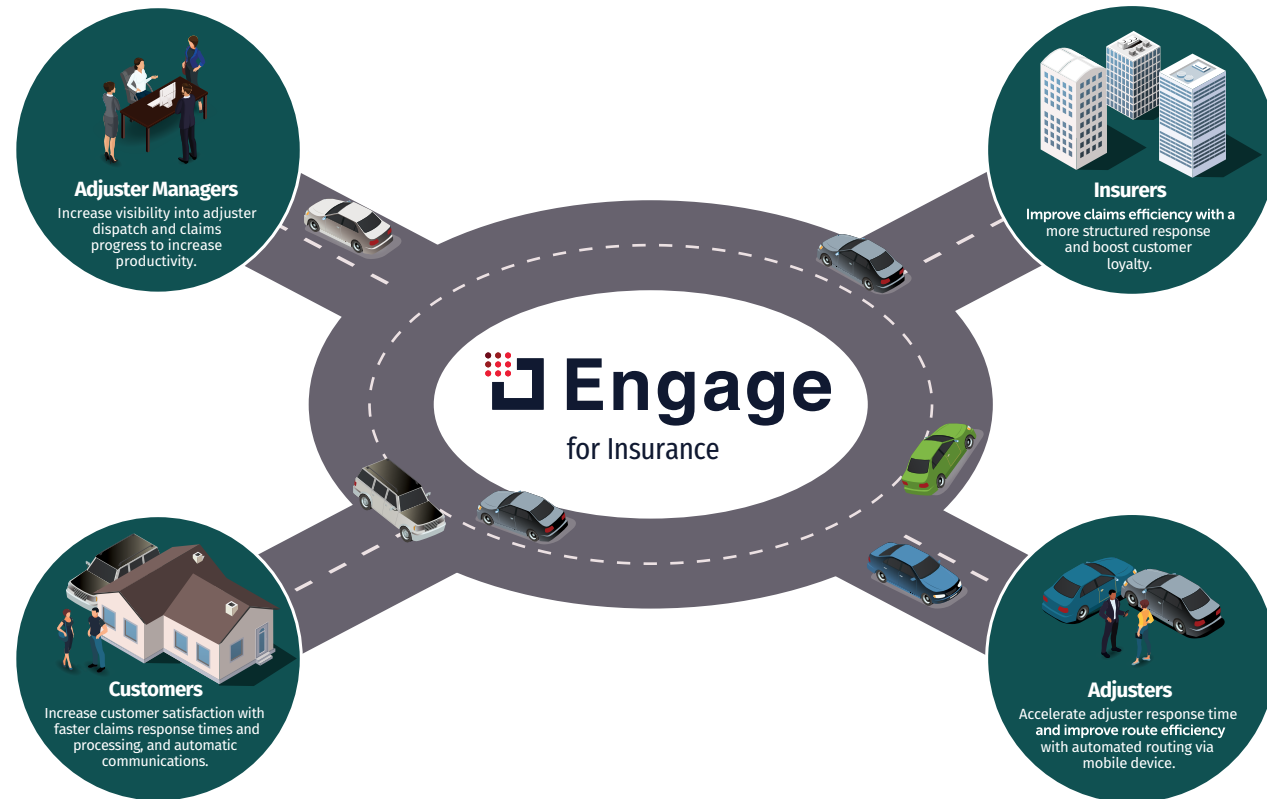


Field service tool helps Property and Casualty carriers boost adjuster productivity and cut costs

Track and manage claims and adjuster productivity with real-time map visualization and automated communications



Challenges

Poor adjuster productivity and efficiency

- Lack of real-time information access while in the field.
- Manual routing and scheduling for adjusters and managers.
- Poor visibility into adjusters' performance and activity.

Solutions

Field service for insurance, built specifically for carriers and adjusters and powered by Microsoft 365

- Enables customized, contextual experiences for both managers and adjusters.
- Allows adjusters in the field to access real-time information on any device.
- Provides productivity enhancements for more efficient claims processing.
- Provides custom dashboards for visibility into full customer lifecycle.

Business Outcomes

Streamlines adjuster activities in the field

- Enhances management and analysis of field claims.
- Provides personalized work processes tailored for mobile adjusters.
- Improves adjuster efficiency with route optimization and automated communications.
- Drives retention of claims adjusters by providing the best tools and automation.
- Increases customer satisfaction with real-time notifications of claims status.

Improves Claims Adjuster Efficiency and Customer Satisfaction



Deliver Personalized, Contextual Experiences



Access Real-Time Information



Create Tailored Processes



Provide Customized Dashboards

"They made us feel very comfortable that if we went with Dynamics and Hitachi, we would get the application we really needed based on our business requirements."

– Craig Borens, Associate Vice President of Customer Care, Grange Insurance

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UC-FS2 March 2019

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Transform claims processing with automated routing and communications delivered to any device

Solution optimizes assignments, routes and task time for adjusters in real time with claims management dashboard

Challenges

With multiple disconnected systems, Claims Department managers needed a field service solution that enabled more efficient management and communication with mobile claims adjusters and customers

- Track and manage claims adjusters in real time.
- Support adjusters with automated claimant communications from any mobile device, anywhere.
- Personalize dashboards for each adjuster to easily manage workload.

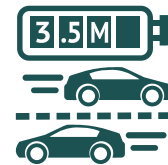


Employment of auto damage appraisers is projected to **grow 5 percent from 2018 to 2028.** ¹

Solutions

Provides claims managers and adjusters with the tools they need to maximize adjusters' efficiency, enhance communications and reduce costs

- Powered by Microsoft Dynamics 365, the solution enables access to real-time customer information including policy details, claims history, recommended actions and more.
- The solution provides extended processes tailored for field adjusters, including claims management, scheduling and more.
- Personalized dashboards allow managers to monitor field adjuster performance and activity.

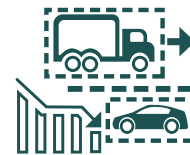


Independent adjusters handle **3.5 million claims** each year, valued at approximately \$45 billion. ²

Features

Tools empower Claims Department managers and provide adjusters and policyholders with improved communications to boost satisfaction

- Real-time management dashboard with mapping tool for scheduling and route optimization.
- Automated communications to simplify claims adjuster engagements, provide customers with service notifications.
- Mobile capabilities with geolocation services for the adjuster on the go.
- Integration with other tools and claims systems to extend functionality, further improving claims processing speed and efficiency.



"A field service application can optimize assignments, enable route optimization to ensure that the field adjusters **optimize travel time** and minimize mileage." ³

Business Outcomes

Modernizing field adjusters drives benefits for carriers, adjusters and customers

- Improves field adjuster efficiency: Simplifies claims processing for adjusters and reduces costs.
- Streamlines management for carriers: Enables greater visibility and communication.
- Boosts satisfaction for field service adjusters and customers.



Improved field service lowers costs and increases competitive advantage:

- Improve first-call resolution by 20%–30% ⁴
- Reduce back-office tasks by 30%–40% ⁵
- Reduce call times by 10%–20% ⁶
- 88% of field service organizations with an enterprise mobility solution compete more effectively ⁷

⁴ Internal Hitachi assessment.

⁵ Ibid

⁶ Ibid

⁷ "Field Service Modernization: New Solutions for New Pressure Points."

VDC Research. 2017.

¹ Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Claims Adjusters, Appraisers, Examiners, and Investigators, on the Internet at <https://www.bls.gov/ooh/business-and-financial/claims-adjusters-appraisers-examiners-and-investigators.htm>

² "Independent Adjusters Handle Billions in Claims Annually." PropertyCasualty360°. February 2017.

³ Bowling, Leah Q. "Insurers Are Leveraging New Technology to Improve Claims Processing, Customer Service." Hitachi Solutions America. 2018.

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