



Key information:

Business: insurance expertise

Application: claims management

Solution:

Tablet application

Remote Assistance

Application Insurer database integration

Benefits:

- Acceleration of the expertise process
- Differentiation and market share
- Reduction of administrative costs
- Reduction of error rates
- Team productivity

About Arioflow Innovation

Arioflow publishes a cloud collaborative platform for field inspections and controls. With Arioflow, organizations and inspection specialists prevent risks, optimize quality control, reduce field operations costs, and improve the customer experience.

Cunningham's activity

Lindsey Cunningham Lindsey provides claims adjuster services for all types of claims, from the purely personal loss of an individual to the commercial, intangible and financial damages of companies.

Challenge

After adopting the Arioflow digital paper / pen solution, Cunningham Lindsey opted for the tablet version in 2011 to capture and process expert data on smart forms, available on a touch pad. Management wanted to provide real-time expert reports to its customers (insurance companies), make its experts more mobile and remove paper from Claims Management. The adoption of the solution should allow insurance companies to ensure shorter processing times while remaining competitive.

Arioflow solution

The experts receive the pre-filled claims reports with already known information (file number, address of claim ...) and complete the information of the expertise. They can attach photos, signatures or voice notes. The information entered is then validated on the tablet and transmitted in real time to the Information System. The received data are subject to modification / validation before being exploited by the insurance companies. Arioflow integrates business rules defined by Cunningham Lindsey to perform automatic calculations, detect errors or generate alerts for incomplete reports. With this feature and the contextual keyboard that adapts to the type of information to enter, the error rate is very low.



« Arioflow has clearly achieved all our goals of reducing delivery times, increasing the mobility of our experts and reducing costs. »

says Carol Etchebarne, Organization & Operations Manager, Cunningham Lindsey