



## Case Study – Auto Insurance

An auto owner insurance company's attitude towards customer care is reflected in the handling of claims procedures.

Auto insurance specialist companies use different tools to assess a customer's credit history and evaluate it to predict future insurance losses.

To improve the efficiency of workforce for the Auto insurance companies, Karya has come out with a solution to mobilize their internal process by which the agents can process the claims and set the status "No matter where they are".

### The Challenge:

- ❑ Lack of visibility into claim status for management, and examiners
- ❑ Improve Staff efficiency
- ❑ Workforce Automation
- ❑ Mobilize the claim operation
- ❑ Secure data transmission
- ❑ Feeding of policy transactions



An Insurance company that can easily access, capture and share information from any location has a significant competitive edge: it can provide faster service, make more accurate appraisals, accelerate approvals, and eliminate reams of paperwork and streamline back-office processing. With a more productive field force and virtually unlimited range, companies can expand their field operations.

### Solution provided:

- ❑ Mobilized claims processing.
- ❑ Faster service from submission of claims to queries on claim status
- ❑ Feeding of policy transactions
- ❑ Automation of the claims processing system resulted in seamless connectivity of all personnel/multi channels involved.

All that the staff/agents need is a mobile device browser with GPRS connection for a "No Problem" Claim Service

**Industry:** Auto Insurance

### Background:

One of the leading fortune 500 insurance company based in the United State wanted a solution by which their workforce should be able to view policy records and make quick decisions while on the move. Their current system had a limitation, where the independent agent after regular business hours was not able to receive any alerts from Customers on emergency cases.

The Insurance Company is one among the leading property and casualty insurers in the U.S.; this mutual insurance company is represented by approximately 35,000 agents in more than 6,000 agencies and is the Group's largest insurer.

### Benefits:

- ❑ More efficient claims processing
- ❑ Improved customer satisfaction
- ❑ Better workload balancing
- ❑ Improved staff efficiency
- ❑ Lower cost and increase profitability
- ❑ Better Decision making

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