Xerox® Workflow Automation Solution for Field Adjusters

Field Adjusters require access to loss notices and policy information while reviewing a claim onsite. They must also capture additional information about a claim including photos, testimonials, videos or recordings, and supporting documentation. By offering field adjusters the opportunity to retrieve, review, and update claim and policy information on their Windows® tablet or laptop anywhere, anytime – whether connected to a network or not – the Xerox® Workflow Automation Solution for Field Adjusters provides access to information empowering workers to make well-informed decisions while in the field.

Empower your field workers and expedite customer service.

With immediate access to any forms or documents downloaded to the system, field workers using the Xerox® Workflow Automation Solution for Field Adjusters can be more effective and efficient – completing tasks in the field, rather than waiting until they return to the office. Additionally, onsite resources—such as videos, voice recordings, diagrams, or signed documents—can be easily captured and seamlessly uploaded to a shared document repository – either in real time, if wireless connectivity is available, or later when connected to the network.

Another benefit of the Xerox® Workflow Automation Solution for Field Adjusters is its easy configurability to help ensure required fields are completed on electronic forms, even triggering a request for additional information. When connected to a network, the captured information is integrated with the insurer's core applications or its business intelligence warehouse, saving the time and expense of transcribing paper-based forms while helping to preventing transcription errors.

With the Xerox® Workflow Automation Solution for Field Adjusters, P&C insurance carriers can:

- Streamline field operations and improve claims processing responsiveness
- Enable online (wireless) or offline (synched briefcase of files) modes of operation
- Integrate with modern platforms such as the tablet PC
- Ensure rapid, anywhere, anytime access to critical business information

Automatically route documents and supporting data to the appropriate claims adjuster from the field.

Give field adjusters anywhere, anytime access to information.

Extending workflow automation to mobile devices—including PCs or tablet PCs—can enable personnel in the field to interact with information anywhere, anytime, regardless of a network connection. From a laptop or tablet, mobile staff—including not only field adjusters, but also loss control specialists and producers in enrollment—can easily access forms and documents to make more informed decisions while in the field. Using their mobile devices, personnel can capture claims evidence—such as photographs, videos, voice recordings, diagrams, and signatures—while onsite. When the device is reconnected to the network, claims materials seamlessly upload into the Xerox® solution, where they're easily accessed from within an insurer's core business applications. Early availability of claims evidence and other adjuster documents and information can help speed the headquarters-based processing of the claim, reducing costs and improving customer satisfaction.

Upload enrollment information to eliminate duplicate data entry.

Rather than referring to a paper form to key applicant data into a policy administration system once they're back at the office, producers can upload the completed forms into the Xerox® solution from their mobile device. Even electronic signatures can be captured and applied to the application directly from a tablet PC.

Expedite claims for better customer experience.

With the Xerox® Workflow Automation Solution for Field Adjusters, claims adjusters in the field can access claim files, including loss notices, and capture onsite photos, testimonials, videos or recordings. All can be seamlessly uploaded to the claims record once the device is connected to the network. The Xerox® solution automatically routes documents and supporting data to the designated claims adjuster and the insurer's claims application.

Complete loss control forms in the field.

Using their mobile device, field adjusters can complete loss survey forms and capture information about a structure, including diagrams, pictures or CAD documents, plot exits, and map evacuation plans all while in the field. Staff can access the information from their mobile device while at the applicant's location.
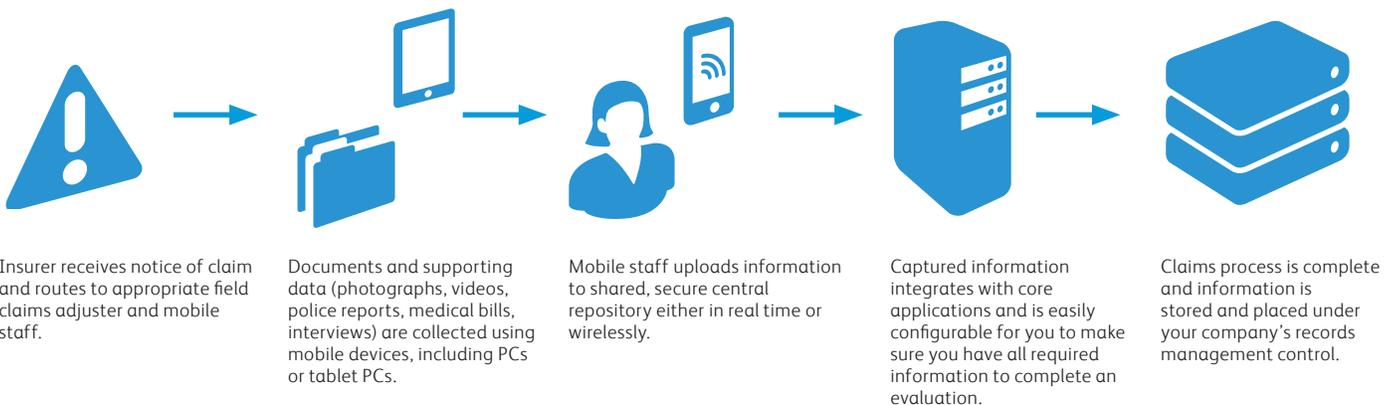
Increase claims processing efficiency in the field.

The Xerox® solution can give insurance personnel an advantage in the field. Now, when your field staff leaves the office to visit an accident site, evaluate a policyholder's commercial property or enroll a new customer, business decisions don't have to wait until they return. With access to accurate information, field staff can be more effective in processing claims, keeping claims costs down and improving the customer service experience.

Work with our knowledgeable team.

We're knowledgeable in digital documents and workflows, but we recognize that your information and processes are unique to your business. Through qualitative and quantitative assessments, we capture a true analysis of your current state. From there, we can deliver an integrated solution for you. Our field adjuster solution is just one building block within our overall insurance lifecycle offerings, so we can help you along your digital journey. From initial design, to deployment and rollout, to training and support, Xerox stays with you at every step.

Field Adjusters Process Flow

Insurer receives notice of claim and routes to appropriate field claims adjuster and mobile staff.

Documents and supporting data (photographs, videos, police reports, medical bills, interviews) are collected using mobile devices, including PCs or tablet PCs.

Mobile staff uploads information to shared, secure central repository either in real time or wirelessly.

Captured information integrates with core applications and is easily configurable for you to make sure you have all required information to complete an evaluation.

Claims process is complete and information is stored and placed under your company's records management control.

For more information, visit xerox.com/was.