

Collaborative. Technology-Driven. Efficient.



*Hausch*  
& COMPANY

PROVIDING THE BRIDGE TO  
**TECHNOLOGY SOLUTIONS**

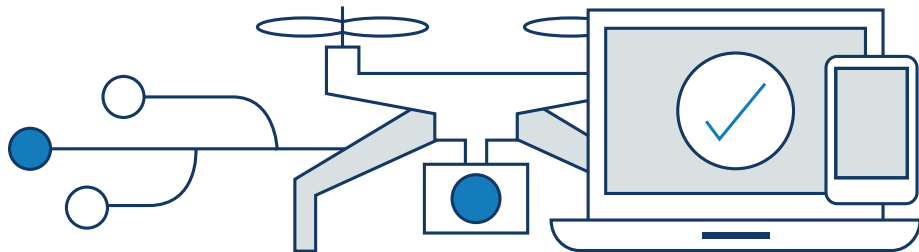
# LEVERAGE TECHNOLOGY.

Consumers are interacting with smartphones, chatbots, drone imagery, and digital payments. Give your clients what they want. Use their technology to deliver your customer service.

The benefits include:

- **Decrease expenses**
- **Increase customer satisfaction**
- **Shorten claim cycle time**
- **Increase security of payments**

How do you know which tools to implement, how to do it, and in what order? With Claims as a Service, Hausch & Company can build a technology bridge to help you improve efficiency.



## Technology Solutions. Simplified.



# GETTING STARTED WITH TECHNOLOGY IN CLAIMS AS A SERVICE.



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## STEP 1: Determine The Goal

Set a measurable goal you can monitor. Know what you are trying to accomplish, before you start.

2

## STEP 2: Evaluate Technology Impact

**Who:** Users who will use the technology can be the insured, service providers, adjusters, or other experts.

**What:** List claims artifacts, such as photographs, measurements, storm reports, and accident reports.

**Impact:** Map the impact to:



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## STEP 3: Implement a Technology Bridge Pilot Program

Starting with a pilot program allows you to test the waters and gather information for successful large scale implementing. Hausch & Company recommends rolling out the implementation through three tiers of claims:



### Level One: Fast Track Claims

Claims that require limited documentation, are under \$10,000, and don't require multiple skill sets to resolve the claim.

Chatbots, apps, and AI tools can assist in these claims, increasing speed and customer satisfaction.



### Level Two: Intermediate Claims

Claims typically below \$25,000 that require an on-site inspection to assess the loss. The desk adjuster determines if the claim needs to be handled by a layman or licensed adjuster, based on multiple criteria.

Technology tools such as measuring apps, satellite imagery, and drones can be used to get an initial look at the loss to serve as the basis for the claim decision, giving you greater precision and efficiency.



### Level Three: Catastrophic Losses

Losses requiring advanced technology deployments along with in-person intervention.

Technology tools can help field adjusters decrease inspection times, increase accuracy and promote safety. In addition, desk adjusters can be given tools to decrease cycle times and increase responsiveness for higher customer satisfaction.

At each of these levels, digital payments, OFAC & Dow Jones checks, and positive payment security can all assist speed and responsiveness.

## AFFILIATIONS & MEMBERSHIPS:



## THE TECHNOLOGY IS HERE. ARE YOU READY TO USE IT?

We build your bridge to the future.

With 75 years in the claims business, Hausch & Company defines service. Our mission statement is **Claim Solutions. Simplified.**

We take the complex, analyze it, and create a simple solution. We will help you leverage technology to increase efficiency and raise your Net Promoter Scores.



**Contact us today to get started.**

You'll be glad you did.

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