

CASE STUDY



MAKING A SPLASH IN THE FLOOD INDUSTRY

Administrative Strategies teams with Xactware Consulting Services to leverage technology and improve flood estimating capabilities

Administrative Strategies' mission is to put people's lives back in order. As CEO Linda Sullivan explains, "Our mission is to deliver on the promise the carrier made when the insurance policy was sold."

To fulfill that promise, Administrative Strategies strives to be early adopters of technology. They've staked their reputation on innovation, and believe that by embracing right touch claim handling, they'll be able to provide excellent customer service.

A COLLABORATIVE PARTNERSHIP

Their latest major innovation launched in tandem with Xactware Consulting Services. Together they took on a multi-year partnership to assess their current state, outline business needs, and identify areas of improvement. Xactware Consulting assisted with implementing those solutions and the results were so successful that both parties were proud to showcase them in a breakout session at the Elevate 2020 conference.

Xactware Consulting Services kicked off the project by shadowing Administrative Strategies adjusters, examiners, and leadership. Shadowing consisted of both desk and field ride alongs including the opportunity to see first-hand flood adjusting in the greater Houston area. The ride alongs allowed Xactware Consulting to establish an as-is state of the company and create workflow diagrams in order to provide improvement recommendations using the Xactware Ecosystem.

The result? **An enhanced estimating workflow resulting in significantly improved cycle times.** Mobile estimation, ClaimXperience integration, claims management system integration, upgrading to Xactimate desktop (X1), and improvements to content claims handling were key recommendations from Xactware Consulting Services which were important to Administrative Strategies' success.

ADMINISTRATIVE STRATEGIES

<https://administrative-strategies.com>

INDUSTRY

Independent Adjuster/TPA for the Flood Industry

IMPLEMENTATION PARTNER

Xactware Consulting Services

SOLUTIONS

Xactimate Professional, XactAnalysis, ClaimXperience, EDI

KEY CHALLENGES

- Finding the best solution to collaborate with carriers, policyholders and adjusters.
- Improving the customer experience and communication between all involved in the claim adjustment.
- Leveraging data to identify areas for improvement.
- Identifying areas to assist the entire flood industry.
- Understanding and integrating mobile technology into the adjusting toolkit.
- Getting all estimators on one platform for estimating consistency.

KEY BENEFITS

With the help of Xactware Consulting Services, Administrative Strategies:

- Better integrated with business partners.
- Assisted Xactware with enhancements to benefit the entire flood industry.
- Implemented a training protocol for mentees and certifying trainers.
- Implemented XactAnalysis rules to improve efficiency.
- Navigated COVID-19 restrictions and virtually adjusted claims.
- Created strategy for Xactimate 28 to X1 transition



Specifically, implementing Personal Rules in XactAnalysis to alert examiners of document uploads was a quick and simple change which resulted in a substantial 72% time-savings for that step of the claim. The effect of the combined improvements made throughout the consulting process resulted in an average cycle time reduction of 65% for XactAnalysis claims from 2019 to 2020 including a 76% time-savings for returning the Flood Preliminary form and Flood Final form.

“We’ve streamlined our workflow into a more efficient process.”

– Jim Gardner, Operations Manager

BENEFITING THE ENTIRE FLOOD INDUSTRY

Administrative Strategies has been passionate from the beginning about implementing enhancements that benefit the entire flood industry. They provided valuable feedback on ways Xactware tools could better support the FEMA process which resulted in an update to the FEMA forms in Xactimate, and the addition of a RCBP calculation worksheet in Xactimate, as well as the Loss Questionnaire, Advance Payment Agreement, and a Non-Waiver Agreement for flood in ClaimXperience.

TRANSFORMING THE CUSTOMER EXPERIENCE

The implementation of ClaimXperience along with the improvements to the program that they helped implement, were perhaps the most timely of all Administrative Strategies enhancements. When the COVID-19 pandemic struck in early 2020, Administrative Strategies was able to utilize the collaborative claims handling tool to pivot to remote adjusting and maintain their high standard of customer service in a virtual environment.

The video collaboration, electronic signature capture, automated document creation, and automatic upload to XactAnalysis features of ClaimXperience proved invaluable in a world where on site adjusting was no longer the norm. Administrative Strategies took their virtual adjusting even further by using ClaimXperience to not only communicate with the policyholder, but also mentor newer adjusters while they were on location.

“Because of the training and support received from Xactware’s Consulting Services, our partners indicate our claim handling has improved with reduced cycle times and fewer supplemental claims.”

– Jim Gardner, Operations Manager

LOOKING TO THE FUTURE

Administrative Strategies continues to innovate on its claims handling and training. They are improving the way they educate their mentee adjusters and train on mobile estimation. Jim Gardner summed up Administrative Strategies thoughts for the future best, “In the long run, we want to take enhancements like mobile estimating and automation even further. Come natural disasters, major market shifts, new technology, what have you. We want to always be positioned to support our customers.”





To learn more about Administrative Strategies improvements and the partnership with Xactware's Consulting Services, watch the Elevate 2020 breakout session, *Enhancing Flood Claims, The Power of Partnerships: Administrative Strategies & Xactware*.

Feeling inspired? If you're interested in achieving the same kinds tech and workflow enhancements as Administrative Strategies, find out more about the Xactware Consulting Team at www.xactware.com/consulting