



Carrier Selects SceneAccess Automated Dispatch System for Auto Physical Damage (APD).

SceneAccess 

CASE STUDY

ATLANTIC MUTUAL COMPANIES

Atlantic Mutual Companies, the 75th largest insurance company in the United States, employs 25 field adjusters and 500 employees in the company's claims division. Atlantic's field adjusters used to use conventional 35mm film and instant photography to document claim scenes, at a great expense to the company. In addition, Atlantic field staff created hard copy reports and either stapled or glued photos to the reports, or sent the photos separately. All communication took place by mail and telephone.

THE CHALLENGE

Atlantic needed a cost effective way to convert the entire management of claims organization to a digital system. The company, however, had invested time, money and training in its existing claim history application. Any new system would have to integrate seamlessly into Atlantic's current application, maximizing the combined investment in the claim history and management solution.

THE SOLUTION

Atlantic project manager, David Lawton, chose SceneAccess, an eService of Scene Genesis, Inc. for the capture, organization, storage, and global access to digital pictures and reports. "We had the option of developing our own application in-house," said Lawton "but when we saw the SGI solution, it made complete sense from a cost analysis perspective. SGI quickly settled our buy versus build debate."

Adjusters throughout the Atlantic Mutual field organization are now equipped with digital cameras and have access to SceneAccess on the web. Using the camera and software, adjusters can take as many pictures as they need of the disaster scenes, accidents and other incidents of property damage. Then adjusters organize these pictures by claim number on their laptop computers, add remarks, and transmit them electronically as one file.

SceneAccess becomes a transparent link to the web through Atlantic Mutual's existing claim history application. Pictures placed on SceneAccess can be accessed by many people simultaneously. Atlantic Mutual's claim department personnel, estimators, or inspectors can therefore share information quickly and easily, reducing settlement time from days to hours.

THE RESULTS

"We know we'll have a cost savings over conventional photography as we improve the communication between our field agents and the office," said Lawton. "Visual communication is very powerful. By using digital photos and a central storage system, we'll be able to distribute that information much more easily."

SceneGenesis 

1163 Pittsford-Victor Road
Pittsford, NY 14534
877-253-9894
www.scenegenesis.com
© Scene Genesis, Inc.

All rights reserved.