

Amica Claims Adjusters Increase Productivity with NetMotion Mobility®

Amica Mutual Insurance, the nation's oldest mutual insurer of automobiles, employs a field team of 3,200 operating from 40 offices across the U.S. to provide its customers with prompt in-person service. However, claims adjusters, who often travel hundreds of miles to meet with customers, reported difficulty getting and staying connected to key applications while on the road. The insurer deployed NetMotion Mobility® to guarantee reliable connections and drastically improve the management and security of Amica's mobile enterprise.

Prompt, Personal Service

In addition to ensuring automobiles, Amica offers home, marine, personal umbrella liability and life insurance coverage. In the competitive insurance market, 94 percent of consumers say that quick claim resolution is highly important – even more important than the amount of the settlement. That's one reason Amica claims adjusters meet with customers when and where it's most convenient for them.

Adjusters use multiple applications on their Panasonic laptops to collect and share information during the claims process. So it's imperative that they have reliable cellular network access to keep the process running smoothly. It's also critical for ensuring they'll meet their next customer at the scheduled visit time.

"Our field personnel constantly change locations and access multiple applications throughout their day," explains Larry Brown, Senior Systems Engineer, Amica. "They need reliable wireless connections and continuous, persistent access to data no matter where they are."

To avoid mobile service hiccups, Amica selected Mobility mobile performance management software to deliver the connectivity field workers need to provide every customer with the quickest, most pleasant claims experience possible.

Connection Reliability

Mobility's ability to maintain continuous, reliable connections through challenging network and operational conditions exceeded Amica's expectations. Staff were delighted that Mobility solved the organization's connectivity issue immediately. "With Mobility, we can ensure consistent performance – in and out of networks," added Brown.



INDUSTRY:

Insurance

OBJECTIVES:

- Maintain secure, reliable, connections
- Provide access to multiple applications
- Tighten adherence to security policies

SOLUTIONS:

- NetMotion Mobility
- Mobility Analytics Module
- Panasonic laptops

RESULTS:

- Continuous, persistent data access
- Streamlined network authentication
- Improved performance and productivity

“With Mobility, we can ensure consistent performance – in and out of networks.”

Larry Brown | Senior Systems Engineer

Mobility’s wealth of management and security features enabled Amica to take its mobile enterprise to the next level. The Mobility Analytics Module helps Amica IT staff monitor the performance of all applications, devices and users within the mobile deployment and produces pre-configured and fully customizable reports. It has proven especially useful for Amica in keeping adjusters productive.

“What I find useful in the Analytics Module is being able to see what applications people are using on their Panasonic laptops,” said Greg Saugy, Network Operations Specialist, Amica. “I can see when they have installed unauthorized software and remind them that this is against our security policies. Often this software is actually impacting performance and they do not even realize it.”

In addition, Mobility eases the task of managing login credentials. “Mobility has also helped streamline our network authentication process when user passwords expire,” added Brown.

Top-rated Customer Service

Mobility’s resilient connectivity has given claims adjusters dependable access to the applications and information they need to give customers the most attentive service possible. And without connectivity problems to worry about, staff are able to focus on the needs of their customers.

For 15 years in a row, Amica has been awarded “Highest Customer Satisfaction Among National Homeowners Insurers” by J.D. Power and Associates. With Mobility’s unbreakable mobile connectivity along for the ride, claims adjusters will be able to travel any distance to keep customers happy.