Auto solutions

Sedgwick has revolutionized auto loss adjusting and claims administration with our end-to-end auto solution, the industry's most complete claims and loss management offering for insurance carriers, fleet management companies and corporate customers.

At Sedgwick, we are committed to being the leader in managing first- and third-party auto losses. To that end, we have created Sedgwick's auto solution, a complete claims and administrative process supported by our experienced colleagues and powered by the industry's most advanced technology. The scale and scope of this new offering, coupled with its enhanced digital support, provides an unprecedented customer experience.

Claims management – All stages for all customers

Sedgwick currently provides auto liability loss adjusting and claims administration, subrogation, appraisals and compliance reviews, and recall and remediation support as wholly-owned services. Our auto solution combines all of these and more. The breadth of this platform enables us to control the entire claim cycle through our direct contracting or ownership of the various ancillary services in the supply chain. For our clients, this comprehensive service offering, along with significant bench strength will drive down indemnity dollars, provide measurable savings, and enhance the consumer and brand experience.

Lower costs, better outcomes

Sedgwick's auto solution is designed to improve outcomes and reduce costs, particularly the cost per claim, or CPC. Managing CPC provides direct, bottom-line savings to clients. Technology and automation offer a significant opportunity to reduce claim costs; however, the capital investments required for some carriers and self-insured clients is high. With our auto solution, clients have access to the technology that enables them to achieve a lower CPC without the capital expense, which, in turn, keeps them competitive in the marketplace.

Complete and customizable

To create our auto solution, we have brought together the best of our services for auto liability claims including auto-personal injury protection (PIP) medical bill review, auto appraisals, auto direct repair program network, auto recall, integrated fleet claims and loss adjusting. While it is designed as a comprehensive, bundled offering, clients and partners have the option of unbundling services based on their needs. For clients that just want assistance with First Notice of Loss (FNOL) intake, auto physical damage adjuster overflow, or auto recall support, we have a solution.

AUTO SERVICES

- First- and third-party claims administration
- FNOL intake
- Auto-PIP bill review
- Full auto adjusting
- Auto physical damage only adjusting
- Overflow or outsource adjusting
- Catastrophe claims adjusting
- Auto direct repair program network
- Independent appraisals
- Self-service mobile estimating
- Glass management
- Roadside assistance
- Auto recalls, remediation and retention services
- Subrogation

The bundled approach will enhance the scale and network impact of the various ancillary offerings. The claims process is streamlined, allowing us to customize programs for clients without changing the internal workflow, therefore keeping our efficiency high.

Our auto solution's end-to-end service is supported by our three regional auto service centers of excellence located in Dallas, TX, Tampa, FL and Sun Prairie, WI. This arrangement enables us to leverage our scale and expertise in specific areas to provide added value. For instance, within each center of excellence, we have dedicated auto physical damage, liability and total loss adjusters, and all clients will benefit from their capabilities in our operational workflow.

Streamlining repairs – Auto direct repair program network

Sedgwick's auto solution offers the fastest growing network of auto direct repair facilities in the nation. As the premier supplier of managed auto direct repair programs, we offer outstanding customer service, extensive industry experience and shared technology that helps streamline the repair process and reduce cycle time. Plus, our one-of-a-kind mobile app helps repair facilities provide real-time updates, ensuring a better repair experience for your customers.

Unparalleled technology

At the core of our approach to efficiency and service is viaOne, a comprehensive suite of web-based tools that puts our clients in control of the knowledge and insights needed to track and analyze claims information. viaOne allows them to create their own home pages with graphical dashboards and key metrics, easily look up and view claims, run standard and ad hoc reports based on user-defined parameters, set their own system alerts and much more.

We also offer mySedgwick, our proprietary, web-enabled self-service portal allowing appropriate, secure access to specific claims information. For auto liability claims, mySedgwick allows third parties to review information from a dashboard, view new or recently closed claims, access the most recent payment data, view notifications regarding claim status, and access a learning center for claim tips and guidance. Additionally, mySedgwick users have the option to sign up for claim updates via text and/or email, upload claim documents, send emails directly to their examiner, and view general information and contact details for other stakeholders, such as vendors.

Service on a vast scale

Underpinning our auto solution is Sedgwick's expansive customer support network and technical expertise, which includes:

- A national presence across all 50 states
- A global presence for specific solutions such as claims management, loss adjusting, recall management and supporting technology
- Supply chain management and ownership
- 1,000 field appraisers – boots on the ground – across the U.S.
- In-house auto appraisals
- An auto direct repair program network with over 2,000 contracted body shops

Sedgwick's auto solution will deliver outcomes that drive down indemnity and severity spend. It also enables clients to keep insurance and claims spend with a single provider, rather than having maintenance, leasing and first-party claims with one provider, and third-party claims with another. It is a complete, customer-focused, start-to-finish claims solution.

Ready for a new and better way to manage your auto claims? Visit sedgwick.com today to see how we can help.

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To learn more about our auto solution, contact:

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