

CXP

customer experience property

Fast, convenient inspections and claims adjusting when and where they are needed



sedgwick®

In a property or liability event, finding the right local expert to inspect, investigate and adjust a claim can present major challenges for carriers and employers including price, service and cycle time. The right partnerships and tools can mean the difference between quickly amassing a backlog of site visits vs. being ready at a moment's notice to serve clients. Sedgwick offers a fast model supported by innovative technology designed to address these challenges while improving customer satisfaction.

With **Sedgwick's CXP platform**, we expedite the process by enlisting our network of licensed adjusters, inspectors and independent contractors to handle assignments when and where they are needed. Outsourcing claims to the Sedgwick network of property and liability loss adjusters offers key advantages:



Inspectors, estimators and adjusters are deployed using a geo-location system that shows new assignments and locates the professionals who are available nearby.



With the current shortage of talent and the continual drive for speed in the claims adjusting industry, this option ensures we can quickly scale up our workforce through on-demand professionals, available when and where needed, all vetted and with the appropriate industry expertise.



Enlisting inspectors, estimators and field adjusters on demand on a contract basis also offers added flexibility and scalability, and alleviates the challenges of retaining an in-house team.

With Sedgwick's CXP platform, we can easily expand your model while controlling costs and improving service delivery



Carriers can write policies in more jurisdictions and establish a national footprint using our cost-effective pricing structure.



Our network of licensed adjusters, inspectors and independent contractors can provide services nationwide without the overhead and recruiting efforts associated with an in-house adjusting staff.



Customers/policyholders can self-triage and document property and liability claims by taking videos or snapping photos of the damage using a smartphone and sharing them with a remote desk adjuster.



Leveraging technology

By using Sedgwick's CXP platform, our team provides fast, convenient services that significantly reduce allocated claim costs. Our process enables professionals in the field to promptly transmit information from investigation sites to Sedgwick's pool of estimators and desk adjusters via mobile technology. The customer and adjuster or inspector can walk through the damages and estimate process during a video chat. Our solution also includes options for field payments and electronic funds transfer to provide faster service for our customers. And Sedgwick customers have the added advantage of receiving consolidated incident and loss reports.

Key benefits

Sedgwick's CXP platform offers valuable benefits for any size carrier and its customers including:



Improved cycle time – In traditional models, the average cycle time for field adjusters can often be a week or more. Sedgwick's CXP resources can reduce turnaround times to as few as two days. The limitations of a traditional adjuster's Monday-Friday, 9-5 schedule will no longer hinder the adjusting process. Reducing the cycle time means carriers can close claims more quickly.



Increased customer satisfaction – In addition to our desk adjusters and on-demand resources, we offer flexible options, such as self-administration capabilities, timely settlements, field payments and assistance with repairs for customers.



Integrated expertise – Having the right resource matched up with your client at the push of a button to facilitate repairs, demolition and mitigation could help minimize losses and control allocated costs.



Reduced leakage – Our process for high frequency, low severity claims includes proper triage to drive the adjusting process and control leakage; our step-by-step field app and built-in quality controls ensure consistency.

Contact us today to learn more about our CXP cost-effective loss adjusting solution for property and liability claims.

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