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Best's Directory of Recommended Expert Service Providers

Insurance Experts



enservio

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Needham, Massachusetts 02494



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Company Profile

Enservio helps you solve one of the biggest issues in property insurance - knowing what's inside an insured's home or business. This visibility helps you right-price your policies upfront, settle claims quickly and accurately, manage replacements to keep customers happy, as well as run your business more efficiently. Ultimately, you're able to preserve the financial strength to make good on your insured promises and deliver exceptional customer service. Enservio's team is over 400 strong, servicing hundreds of customers nationwide.

Contents Claims Expertise

- We make your goals our goals by identifying and solving problems that result in our mutual success and are backed by quantitative metrics. Many of our carriers are able to improve their home owners' loss ratio by 2.7 points or an approximate 5% reduction. This metric stems from implementing a contents claims process that combines accuracy improvements from precise depreciation, better matching and pricing of items and replacement programs incorporating access to exclusive discounts and retail feeds.
- Our TrueLKQ valuation platform ensures contents are priced with the highest levels of accuracy and efficiency. This focus is reflected in the easy-to-understand, data-driven settlement reports our carriers deliver to insureds, minimizing friction and accelerating claims settlement.
- Our ReStore card helps you deliver funds into the hands of your insureds up to 3X faster than a check while reducing operations costs by as much as 60%. Your insureds can continue to enjoy the replacement discounts of up to 30% that the card offers on major brands beyond settlement.

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Services Rendered

Choose from software, services or a combination to create a solution tailored to fit the specific requirements of your organization's unique claims operation. Enservio offers software and services across the entire value chain of contents claim processing, from onsite inventory capture and forensic reconstruction of non-restorable contents to transcription, desk appraisal, contents valuation services, payment, replacement, and reporting.

-- Inventory services range from electronic capture to sending forensic experts onsite to telephone transcription services delivered by contents experts and targeted to both insureds and adjusters.

-- Valuation can be delivered as either software or service, based on your requirements. For those carriers who maintain internal processing units and local staffing, we provide Software-as-a-Service to enhance internal productivity by as much as 21% on daily lines processed.

-- For those carriers who don't have the time or resources to manage contents internally, we offer valuation services ranging from pricing of everyday items to jewelry and specialty items that you can take advantage on an ongoing basis or on demand to further augment your staff. Software customers may also take advantage of services on an overflow basis directly from our software platform as needed.

-- By simplifying and speeding the claims settlement process, we're able to help our carriers drive a high level of customer satisfaction while increasing efficiencies.

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Qualifications

With the most experience in the industry, we have been in business since 1978 when Insurers World first created the contents industry.

- Enservio's annual contents processing volume is over \$2 B in replacement costs
- 12 out of the top 15 carriers are Enservio customers
- 7/11 of the top ranked carriers in the J.D. Power and Associates 2013 Property Claims Customer Satisfaction Study are Enservio clients
- Our certified Select specialists excel in high net worth items, regularly appearing on Antiques Roadshow and featuring credentials such as MFA Graduates, Certified Gemologists, Interior Design and Auctioneers Association members.
- 90% of our adjusters surveyed stated they were able to close a claim the first time using our settlement report with insureds

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Service Area

Enservio has a national footprint of coverage, enabling us to provide "boots on the ground" professionals onsite at any time or in the event of a CAT, augmenting your staff by working directly with insureds to reconstruct and price inventories. Headquartered in Needham, MA, we have professional staff and offices located across the US to assure nationwide coverage and immediate response to our carriers.

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Personnel Information

Executive Team

Jon McNeill, CEO	Chris Schoettle, President & COO
James Fini, Founder & VP, Research and Development	Robert Chase, SVP, Strategy & Business Development
Christine Washburn, SVP, Marketing	Jay Guden, SVP, Operations
Neil Murphy, SVP, Finance	Gary Blair, SVP, Sales
Don Stafford, National Consulting Executive	Alex Harwitz, SVP, Product Management
Chris Gervais, VP, Engineering	Kathy Breslin, Director, Human Resources



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