

Customer Success Story:

Commercial Manufacturer - Flood Loss

The Company

A leading insurance carrier that offers a wide range of general insurance and life insurance products and services for individuals, small businesses, mid-sized and large companies as well as multi-national corporations.

The Challenge

A 200,000 square foot manufacturing facility in the south-eastern region of the US experienced extensive water damage. The facility included offices, a manufacturing floor, processing and packaging operations, a large tool area, a spare parts room, and a finished goods inventory. Damage extended to machinery, tools, raw materials, work in process and actual finished goods. These finished products had been shrink-wrapped and stacked prior to the flood and experienced oxidation along the bottom beneath the shrink wrap.

The Solution

Four Enservio team members and a project manager quickly arrived onsite, accomplishing the following over the next five days:

- Inventoried more than 10,000 items, describing and documenting the damage for each.
- Arranged for scrapping of the damaged finished goods as well, allowing the floor to begin running again within days.
- Identified and researched prices on tools and other materials which the insured did not have time to document.
- Determined RCV, ACV and insured cost as appropriate according to the coverage for the various damaged property types, and produced loss reports broken out by coverages.
- Reduced the inventory by over 10%, with the insured's full agreement, due to discovery of undamaged molds initially thought to be destroyed.

The Company:

A leading insurance carrier

The Challenge:

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The Solution:

Enservio Commercial

The Results:

- Reduced inventory by 10% more than claimed
- 375% ROI for the carrier
- Minimal disruption to the manufacturer's business
- Positive customer experience

"I have already settled the contents loss based on your report. I like having the insured involved in the verification of the inventory. This gave them little room to fuss once you guys were finished. Thanks for your help!"

-Commercial Adjuster



The Results

The manufacturer was up and running within days. Enservio services resulted in a total accuracy improvement of more than \$150k as well as scrap recovery and minimal disruption to the business. The carrier's return on the investment in Enservio services was more than 375%.

Conclusion/Next Steps

According to the carrier, one of the most valuable aspects of Enservio's approach was serving as a single point of contact to manage a number of different tasks, including:

- Complete and accurate inventorying of contents
- Coordination with all required vendors to determine repair vs. replacement
- Expert valuation/subject matter expertise
- Detailed reporting aligned with coverages
- Facilitated scrapping and/or salvage

At all times, Enservio provided timely updates to the adjuster working on the claim as well as collaborating directly with the insured. In this manner, Enservio ensured the adjuster maintained control of the claim process but off-loaded the frequently tedious and time-consuming inventory and valuation tasks to Enservio.

About Enservio:

Enservio works on the biggest challenge in property insurance – what's inside. We provide a complete suite of software and service solutions to help property insurance carriers price their policies correctly, settle their contents claims quickly and accurately, pay their claims, and help policyholders get their stuff back. Founded in 2004, we are headquartered in Needham, MA, with offices and professional staff across the United States.