



## The Challenge:

A “priceless” Bösendorfer piano

## The Solution:

Enservio Select™

## The Results:

- Poorly restored Bösendorfer piano
- Transformed into something else
- Piano’s value was \$14,000

### 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.

## Customer Success Story:

### The Case of the Priceless Piano

#### The Situation

Recently contents specialists accepted an assignment to inspect objects, authenticate exactly what they were, and provide valuations. One of the items to be inspected was a pristine vintage Bösendorfer piano. Or was it?

#### Cracking the Case

When we arrived at the insureds home, the owner was anxious to show his items, including his beloved “vintage” piano. As soon as the piano’s top was raised, we immediately observed a number of glaring inaccuracies, including modern Phillips head screws and evidence the piano top was made of a modern engineered wood product, a medium density fiberboard, to mention just a few.

Typically, the specialist would begin the process of authentication, which resembles a three-legged stool, involving the three elements of provenance, connoisseurship, and science. In this case, it wasn’t necessary.

#### The Result

Our examination did find elements from a vintage Bosendorfer; however, the restoration process had been so invasive and disrespectful of the vintage nature of this piano, failing to retain original elements, components or construction practices, that it had been transformed into something else.

It did not require provenance, research, or connoisseurship of Bosendorfer pianos to reach the conclusion that what the insured bought was a playable piano with a focus on outward superficial appearance, but certainly not the pristine vintage Bösendorfer he thought he had purchased.

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