

Case Study: Amica Mutual Insurance

Claims Adjusters in the Field Gain More Reliable Application Access

A national writer of automobile, homeowner, marine, personal umbrella liability and life insurance, Amica Mutual Insurance was founded in 1907 and is the nation's oldest mutual insurer of automobiles. With corporate headquarters in Lincoln, RI, the company employs more than 3,200 people in 40 offices across the country. When they needed secure, reliable connections for claims adjusters in the field, they turned to the Mobility XE mobile VPN from NetMotion Wireless.

About the Deployment

Whenever the company's claims adjusters aren't busy keeping one appointment, they're on their way to the next.

"Our field personnel constantly change locations and access multiple applications throughout their day," explains Larry Brown, Senior Systems Engineer. "They need reliable wireless connections and continuous, persistent access to data no matter where they are. With NetMotion Wireless we can ensure consistent performance – in and out of networks."

In addition, Mobility XE eases the task of managing login credentials. As Brown declares, "NetMotion Wireless has also helped streamline our network authentication process when user passwords expire."

Comprehensive Reporting Through Mobile Analytics

The Mobility XE Analytics Module monitors the performance of all applications, devices and users within the mobile deployment and produces pre-configured and fully customizable reports. It has proven especially useful for Amica in keeping the adjusters productive.

"What I find useful in the Analytics Module is being able to see what applications people are using on their Panasonic laptops," said Greg Saugy, Network Operations Specialist. "I can see when they have installed unauthorized software and remind them that this is against our security policies. Often this software is actually impacting performance and they do not even realize it."

94% of US Consumers say that quick claim resolution is highly important – even more important than the amount of settlement.

Equipping the adjusters in the field for real-time mobile access increases the percentage of claims processed and impacts customer satisfaction.



Organization

Amica Mutual Insurance

Industry

Insurance

Objectives

- Maintain secure, reliable connections
- Provide access to multiple applications
- Tighten adherence to security policies

Solution

- Mobility XE mobile VPN
- Analytics Module
- Panasonic laptops
- Multiple insurance applications

Results

- Continuous, persistent data access
- Streamlined network authentication
- Improved performance and productivity

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