

Case Study: Grange Insurance

Reliable application access boosts productivity of mobile field team. An insurance provider based in Columbus, Ohio, Grange Insurance and its affiliates serve policyholders across 13 states including Georgia, Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, Ohio, Pennsylvania, South Carolina, Tennessee, Virginia and Wisconsin. The company prides itself on its speedy claims processing service. In 2008, 96 percent of policyholders who filed a claim with the company said they would recommend Grange to their friends and family, based on their claims experience. To process claims even faster, maintain the competitive edge and make adjusters more productive, Grange rolled out the Mobility XE™ mobile VPN from NetMotion Wireless.

About the Deployment

Grange adjusters carry laptops to customer sites in the field and use two key applications for the bulk of their work: a third-party estimating program from CCC Information Services, Inc. and an in-house claims application. Adjusters take photographs of the damage to vehicles or property, access the applications via cellular data networks for entering claims information and estimates, then submit the entire claim from the customer site for fastest processing.

Before installing Mobility XE, adjusters often had their connections fail in the middle of a session, causing them to lose the work they had entered. They had to re-login to both applications or in some cases, reboot the device entirely. Since Grange wanted adjusters to enter the claims information from the field rather than wait until the end of the day, the resulting frustration and lack of acceptance could potentially defeat the purpose of going mobile.

After installing Mobility XE, the problems disappeared. Adjusters no longer worry about their connections, are able to focus on the job and transmit claims in real time. In fact, they often complete one claim, start transmitting the data, and then place the running laptop on the car seat while they drive to the next appointment. They have confidence in Mobility XE's ability to enable a complete and successful transfer, regardless of the coverage conditions.

Prioritization of Critical Applications

Grange makes use of the QoS feature included in the Mobility XE Policy Management module. This feature allows network managers to assign priority access to mission-critical applications for groups of users. Grange uses QoS to give claims applications priority access over other applications running on the network. This ensures that large data transfers essential to the claims process — in particular, digital photographs — receive the fastest possible transmission and are not bogged down by non-critical traffic.

“Our mobile claims associates have a number of applications which they rely on for their day-to-day duties,” says Butch Knowlton, Manager of Claims Projects and Business Analysis. “Our workers need a stable and reliable environment with constant access to their applications, no matter the location. With NetMotion we are able to ensure our consistent performance — in and out of coverage areas.”



Organization

Grange Insurance

Industry

Insurance

Objectives

- Faster claims submission
- Continuous application access
- Reliable data transfers for higher productivity

Solution

- Mobility XE mobile VPN
- Verizon cellular data network
- Laptops fitted with variety of cellular modems
- Third-party and in-house claims applications

Results

- Greater acceptance/adoption of mobile solution
- Real-time claims submission
- Priority access to critical applications
- Less downtime and higher productivity

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