

## Sprint helps Ohio Casualty Group increase productivity

### Challenge

Ohio Casualty Group is the 45<sup>th</sup> largest property/casualty insurance group in the United States. Its member companies write auto, home and business insurance coverage policies across the country. OCG wanted to improve the efficiency and productivity of its claims adjusters and appraisers by eliminating the multitude of daily trips back to the office to retrieve email and information from the company's internal databases. Not only was their travel time wasted, but the employees often had to face a mountain of email and after-hours paperwork when they returned to the office.

### Solution

OCG equipped IBM Thinkpads with PCS Connection Cards from Sprint for 250 auto insurance field adjusters, appraisers and management staff across a 40-state service area. They also use eClaim Manager, wireless workflow software from Mitchell International, (a BSP) which streamlines the automotive collision claims process by enabling remote access to essential claims data. Field appraiser productivity increased 12.5%. Claims cycle time dropped from 14 days to 7 days. Advance charges fell from \$303 to \$154 per unit, generating \$1 million in savings.



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