

Sprint helps Allstate's bottom line

Challenge

Allstate Auto Insurance insures one out of eight cars on U.S. roads. The company needed to streamline business processes and cut costs while taking the edge off the interaction between adjusters and perturbed customers. In the past, Allstate adjusters created their own schedules at the beginning of each workday, and spent the end of each day doing follow-up paperwork.

Solution

The company has deployed a wireless automated scheduling and dispatching system to optimize its adjusters' work style and expedite information flow to and from the field. Adjusters employ IBM ThinkPad laptops, equipped with Sierra Wireless 550 Connection Cards from Sprint to access the company's Work Flow Management Solution.

Results

According to Allstate, after-hours paperwork has been reduced and, in some cases, eliminated altogether. Adjusters not only arrive at appointments more punctually - improving customer satisfaction - but they also feel less pressured and are able to produce higher-quality work. With wireless access to Microsoft Exchange and Outlook, adjusters can also respond to time-sensitive emails. The un-tethered Internet connection allows them to upload claim estimating files and accompanying checks, as well as verify and update case data before and after inspections, speeding the claims process on behalf of the customers. Besides increasing adjuster assessments from 3.5 to 4.5 per day, the new solution has also reduced the amount of time customers require rental cars (and the amount of money Allstate pays for them) while customer vehicles are in the shop.

