

## **Managing your Remote Workforce with Technology**

With today's remote workforce it has become more challenging than ever for claims offices and business owners to manage their day-to-day operations. By utilizing a software system that optimizes the claims workflow, businesses can bring efficiency to the process. Many systems collect and organize the data related to a loss notice, but Claims Intelligence™ goes beyond simple data entry and output. It assists in managing the workflow by disseminating information through automation. This automation improves the level of communication between the claims office and the remote adjuster.

Because Claims Intelligence™ automatically handles many routine tasks that are typically manual, working with a geographically dispersed group of adjusters is simplified. Within the system, adjusters check their assignments and complete their work. Since the remote adjuster can access your system via their internet browser without having to install software on their computer, there is no need for the claims office to wait for an adjuster to call or fax updates at the end of the day. Information entered on the adjuster's daily activity log is automatically transferred to the timesheet approval screen for the manager to approve. The claim timesheets and invoices are then automatically created without redundant data entry steps. Further, when the claims manager assigns a claim or task, the adjuster is immediately sent an email with claim, carrier, and insured information, including assigned tasks and customer requirements. And if the client prefers, you can configure Claims Intelligence to send a confirmation email to the carrier point of contact when the claim assignment is made, ensuring that all parties are informed of the claim status.

Without a good system, it is difficult to manage the adjuster's diary, identify claims backlog, measure performance, track customers, respond promptly and ensure standardized products. Capstone Consulting's Claims Intelligence™ makes your software choice easier. "We have provided a software solution that incorporates workflow management, document storage and many features of expensive custom solutions at an affordable price that allows any size business with a disparate workforce to operate efficiently," according to Capstone's president, Kim Nupp.

Capstone has packaged many features into a single system but at the same time not lost its focus on the people that do the work and what is needed to improve the adjusting process. Within the application, adjusters will find everything they need to handle their file: adjuster diary; activity log notes (automatically used for the claim timesheet and billing); statement of loss builder; personal property inventory sheets; and tools to generate required letters and reports. Additionally, photos, scope notes, estimates, recorded statements and any file attachments can be uploaded to Claims Intelligence™ and included as enclosures for reports.

Unlike many web-deployed systems, Claims Intelligence™ delivers a full, rich user interface. Claims Intelligence™ looks and behaves like traditional desktop application but still runs via your internet browser. The application has clearly labeled buttons and tabs, making it easy to find what you need without having to click and wait or scan through a list of web links. Additionally, the customer maintains control of their application and data by hosting it on their own server.

"Besides packing it full of features, we knew we needed to price the software affordably so that a company with 5 employees could enjoy the same class of system that a 100-employee company uses," states Nupp. Claims Intelligence™ licensing follows traditional software applications: you buy the

software and a support contract based upon the number of users, and you don't pay any additional per-claim, per-adjuster, or monthly fees. "We want your business to be able to grow without you needing to continually pay for the same software over and over again, as is the case with many claims management systems," adds Capstone's Mike McGrath.

Effective enterprise software systems are built to optimize a workflow and bring efficiency to a process. The system includes something for everyone in the claims office: administrative staff, adjusters, finance and accounting staff, and claims managers. Because the tool was designed around the claim workflow, anyone familiar with handling an insurance claim should be able to quickly use Claims Intelligence™. Regain control of your remote workforce while growing your claims operation with Claims Intelligence™

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