



INSIGHT. ONSITE. NOW.

# Advanced Field Insight Enabling Superior Claims Operations

## Efficiencies and Loyal Customers at The Speed Of Now

Inefficient field inspection processes are increasing claims severity and diminishing customer loyalty. That's why we built ION: to enable same-day decisions, every time.



### FAST

Receive inspection results in a fraction of the time



### CONSISTENT

Built by c-level claim executives ensuring consistent, accurate results



### ACTIONABLE

Instant field insight and pre-built APIs increase speed to claim decision



## Identify All Exposures

Our technology guides the inspection to identify multiple causes of loss and obtains tailored field insight, allowing you to easily interpret the severity of a claim. This also allows you to reduce risk exposure and manage multiple causes of loss from the start, which is essential to delivering a superior customer experience from inspection to settlement

## With the integration of ION, you can:



Initiate workflows



Streamline claim operations



Identify cause of loss



Expedite time to claim decision

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## Data Analytics

Field investigation information is collected and digitized for immediate risk analysis and real-time reporting. API connections and exporting functions allow for direct integration into your Claims Management System, Business Intelligence (BI) or Analysis tools.

### Examples Cases in Use:

- Logic questions related to Flood and Wind Damage provide ability to assess risk exposure and reserving on a large scale on the date of inspection.
- Estimated Reserving data transmitted on date of inspection into BI or Analysis tools.

### Delivering:

More accurate risk exposure in a fraction of the time over traditional processing of claims.



## Workflow

Consistent, actionable information is collected within the ION mobile app and returned to the desk adjuster within minutes of the onsite investigation.

Review and analysis of the inspection information on day of allows the claim to be directed to the best outcome and increased customer service scores.

On the day of inspection, you receive: Draft Word General Loss Report, Scope Sheet, Labeled Photos, Reserves

### Delivering:

70% reduction in time to coverage decision.



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