

>> Field Inspections Automation

Automation of field reports gives Customer a competitive advantage by receiving inspections quickly and in a validated digital format ready for delivery to customers.

■ Business Challenge

This customer provides Field Services for the Property & Casualty insurance industry. The vision of Customer was to develop a web-based automation tool that would be the final step in transforming their business into a fully automated service by changing the way inspection orders are distributed and the way the inspection results are captured and reviewed.

The customer had an internal operations management system to receive and manage work orders from its customers. The company also had a customer web site where their clients could review the status and download the results of their work orders. However, work orders were distributed to field inspectors by mail or email and inspectors had to return the completed inspection forms by mail or courier service. The home office would then capture inspection results by hand. What was needed was a web-based solution that would allow field inspectors to receive work order assignments, print out inspection forms filled with assignment data and enter results from the field, complete with the photos and diagrams associated with a work order.

■ Solution

The customer brought their requirements to the Scio Development Center and asked for an application that would enable field inspectors to receive work orders and file complete reports online, streamline internal process and lower total costs. In addition, a rules-based validation engine was needed to validate captured inspection results and to reduce quality issues. Also, a diagramming system was needed to enable field inspectors to develop professional quality diagrams of inspected properties.

In response, Scio developed a web-based application that integrates with the database for the operations management system of the customer. The resulting application integrates into the overall workflow of the company, and, by sharing one database, users from the home office and field inspectors can access and review work order data (status, results, etc.) in real time. It also allows quick communications between the field and the central office, work order acceptance, standard entry short cuts, uploading of inspection photos, and online entry of property drawings. Field inspectors are notified immediately of errors and omissions in their results so they can be corrected before submitting to the home office.

Scio developed the application on an Oracle database with ASP.NET and developed an innovative Flash-based computer-aided drawing module to allow field inspectors to draw consistent, standardized diagrams of the properties they inspected.

EXECUTIVE SUMMARY

Customer Name

Confidential – Fortune 500 Company delivering business information for the insurance, mortgage, property, credit, automotive and title industry

■ Industry - **Property & Casualty Field Services**

■ Business Challenge

- Transform the existing paper-based method of work order distribution to a fully automated service.
- Remove barriers to getting work orders to the field.
- Provide a system for filing complete inspection reports from the field digitally.

■ Solution

- Developed a web-based application that integrated into existing operations management system.
- Provided a single point for distributing, tracking and completing work orders and field reports for all field users.
- Provided an application consistent with internal applications and procedures and easy for the field to use.

■ Business Value

- Improved work order management and field report control
- Lower costs and time required for data entry, data capture and report approval.
- Improved customer satisfaction with high quality field reports, accuracy and lower processing time.
- Improved the ability of field inspectors to manage their work loads, raise productivity and provide complete and valid field reports.



■ Business Value

The deployment of the resulting application transformed the entry and management of field reports for the customer as expected. The application has improved the control of field reports and reduced the need for central office data capture and report formatting considerably. Customer satisfaction has improved because the quality of field reports has improved at the same time the processing time has lowered significantly. The ease of use and flexibility of the field-focused initiative has improved the ability of field inspectors to manage their workload and their productivity.

The application is now part of many innovative approaches that have consolidated the customer's position in the market and improved productivity, customer satisfaction and profit.

■ Next Steps

As a partner in this effort with the customer, Scio will be involved in maintenance of the application as well as ongoing enhancements over the long term. Because of the success of this product, the mortgage division of the customer is currently requesting Scio services to develop enhancements to some of its products.

For More Information

- Scio Development Center
- Scio Support and Maintenance Services

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