

clearcover[®]

How Clearcover delivered the fastest auto damage claim resolution partnering with Snapshot



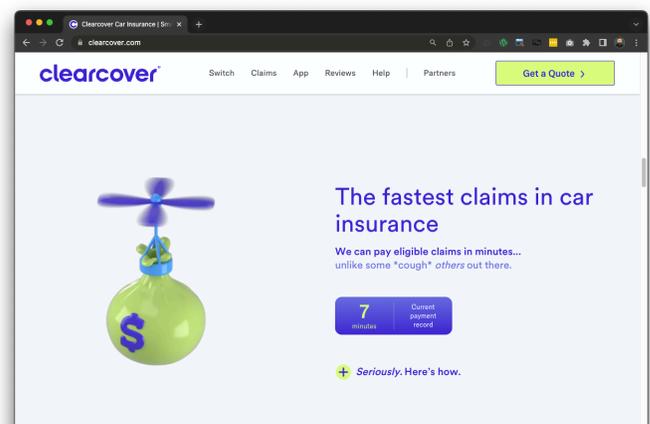
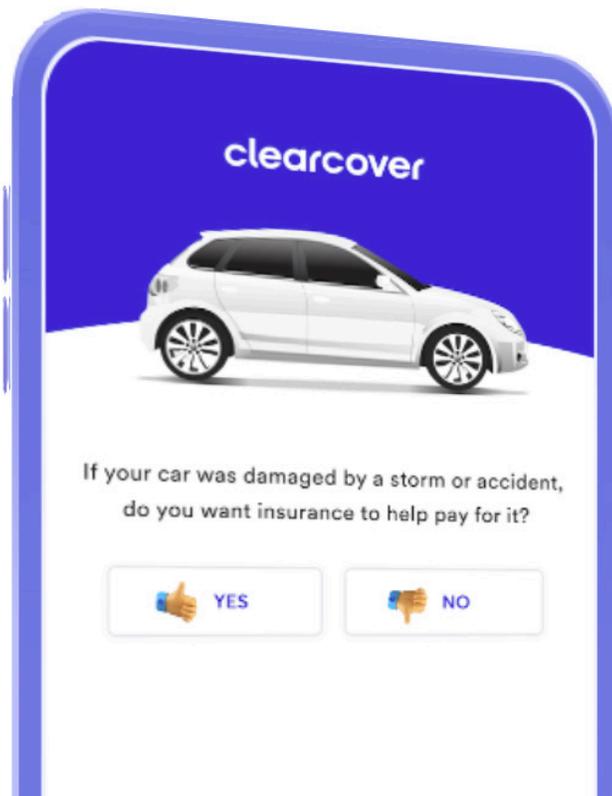
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The Client

Chicago-based insurtech, Clearcover, is on a mission to change the way car insurance is delivered. It's next-generation insurance for everyone, with an intuitive, digital experience at its core.

Clearcover's philosophy is about providing affordable insurance using next-gen software to drive customer engagement and savings. The company has grown quickly and found success by providing a new and different type of insurance experience.

The startup wants to deliver a fast, easy, delightful claims experience to its customers by relying on technology. Founder and CEO Kyle Nakatsuji is working to create a new kind of claims experience for policyholders.



The Challenge

The insurance landscape is constrained by manual processes and cumbersome handoffs between multiple parties, which create bottlenecks at every touchpoint of a claim. It's no wonder that loss adjustment expense accounts for 10% of the \$250 billion insurance industry, and some drivers have to wait weeks from their first notice of loss to receive payment via paper check.

Auto insurers' top priority should be settling claims as fast as possible with the least amount of expense, meeting drivers' expectations for smooth coverage and payment experiences so they can quickly get back on the road.

Clearcover is committed to creating better insurance experiences, and the company envisioned an experience that would change the way people think about filing a claim. But in order to get there, Clearcover needed a like-minded digital transformation partner to help shift its operating model with a focus on optimized workflows.

Technology plays a critical role in solving problems for Clearcover and its customers. Using digital tools and smart automation, Clearcover can deliver an enhanced customer experience while streamlining its workflows to lower cycle time and reduce expenses.

“Technology is the fundamental tool we wield to evolve and improve every aspect of our business. So, Clearcover-ers consistently examine our strategies and operations through the lens of how technology can create more customer value.”



Kyle Nakatsuji

Kyle Nakatsuji
CEO and Founder
Clearcover

The Solution

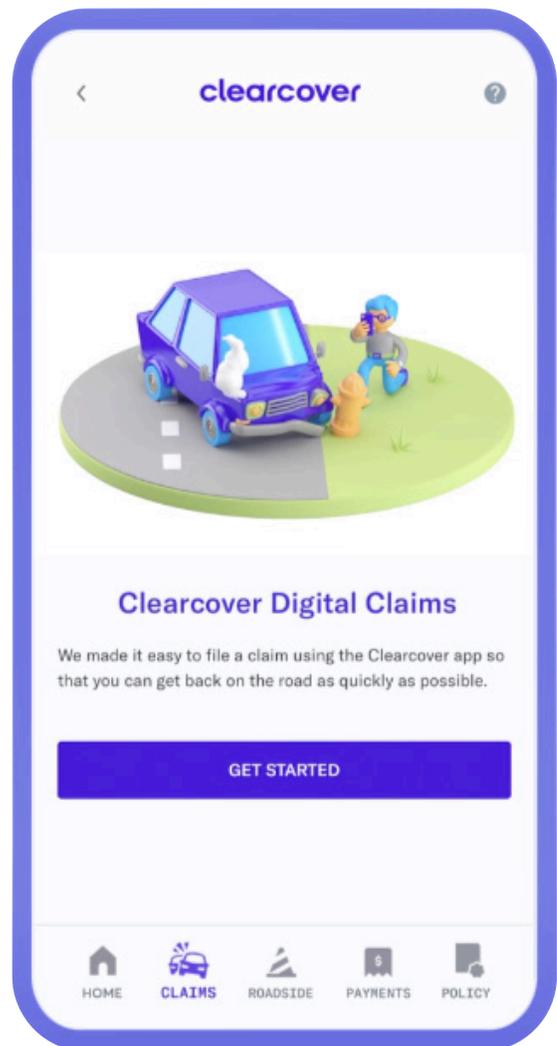
Clearcover turned to Snapsheet, whose touchless claims expertise and cloud-native platform would help them make auto claims more efficient through proper end-to-end digital transformation.

“Snapsheet had been touting that auto collision claims could be done more quickly, even as fast as 30 minutes or less,” said Nakatsuji. “I agreed wholeheartedly and with additional testing and iteration, our teams made it a reality. We continuously uncovered and removed friction from the auto collision claims process to unlock a better, faster customer experience.”

Automation – Mapping and Streamlining Workflows

While other insurtech solutions typically focus on point solutions or discreet capabilities, Snapsheet automated manual adjuster steps within the claims process for Clearcover. This includes fraud scoring, app-based FNOL, claim and exposure creation, coverage validation, appraisal assignment, customer status and communication, direct payment deposits, and reserve adjustments.

“We worked closely with Clearcover to help them identify the right workflows to automate. By streamlining the right processes, Clearcover was able to free up adjuster capacity for other activities, like working with their policyholders,” explained Dan Colomb, Chief Strategy Officer at Snapsheet.



**Implementation –
Fast Low-Code Delivery**

Snapsheet fully implemented the Snapsheet Claims platform in three months, a process that can take years with other third-party integrators. Through testing and iteration, continuous improvements were made— from automating both large and small yet critical processes that are typically overlooked, such as internal task assignments, customer email notifications, and labeling.

**Transformation –
Reimagine the Claims Experience**

Instead of implementing a series of plug-ins and point solutions, Snapsheet and Clearcover set out to reimagine the claims experience from start to finish. Both companies questioned all aspects of the claims process and examined the associated workflows with an eye toward streamlining operations.



“Right off the bat, Snapsheet made it clear that nothing we needed was outside their scope, even if they had never built it before. Snapsheet had the means to automate emails and templating tools and leveraged their platform expertise to configure their software and make it work.”

Matthew Christopher

Matthew Christopher
VP of Claims & Shared Services
Clearcover





The Results

For Clearcover, implementing Screenshot’s technology also meant embracing the photo-based future of insurance claims. As the industry moves towards mobile and touchless eFNOL experiences, the ability to automatically assess photos – and act appropriately based on the photos – gives Clearcover a competitive advantage over other insurers.

As a result of this partnership with Screenshot, Clearcover has developed Clear Claims™, the fastest and most efficient auto damage claim process. Using this process, up to 80% of the loss adjustment expenses can be eliminated.

Through smart automations based on Screenshot’s functionality, Clearcover has reduced the manual claims process to an automated one that can be completed in just minutes. And the promise of an almost instant claims payment is appealing to customers, driving a positive customer experience and increasing retention.



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