

Safelite Improves Insurance Reimbursement Cycle Time



Company

Automotive Glass Replacement

Industry

Field Service –
Automotive

Application

Mobile Field Service

“Several supplier’s components were integrated in our solution. ExpeData’s was the easiest to integrate and the best company to work with. Our field techs really like it!”

Chief Architect

Challenge

- Service tech picked up “paperwork” daily at distribution centers, wasting time and money
- Centralized service centers needed the written information and customer’s signatures to process reimbursements
- Other data capture technologies were not accepted by the techs

Solution

- ExpeData Digital Writing Platform with BlackBerry data routing on the Sprint network
- O’Neil wireless portable printers allowed printing digital documents on demand

Results

- Handwritten data and signatures are captured and transmitted at the point of transaction
- All paper is left with the customer
- All information is available to the central call center before the tech leaves the site ensuring completeness of the form
- Time to reimbursement submission reduced from days to minutes; improving cash flow
- Technicians love it