

Customer Survey Management

Productivity, when in a business of offline access can add a significant overhead to your overall operations. Our client, one of the large general and motor insurance companies had a similar situation where the surveyors needed something on the go for tracking their surveys, capture images and schedule for a better efficiency. While Mobile application was an obvious choice, security, fragmentation of devices and user experience were critical to the acceptability of the application. Synoverge's solution is helping our customer do their operations better, each day helping them save costs in multiple aspects without compromising on processes, quality and security

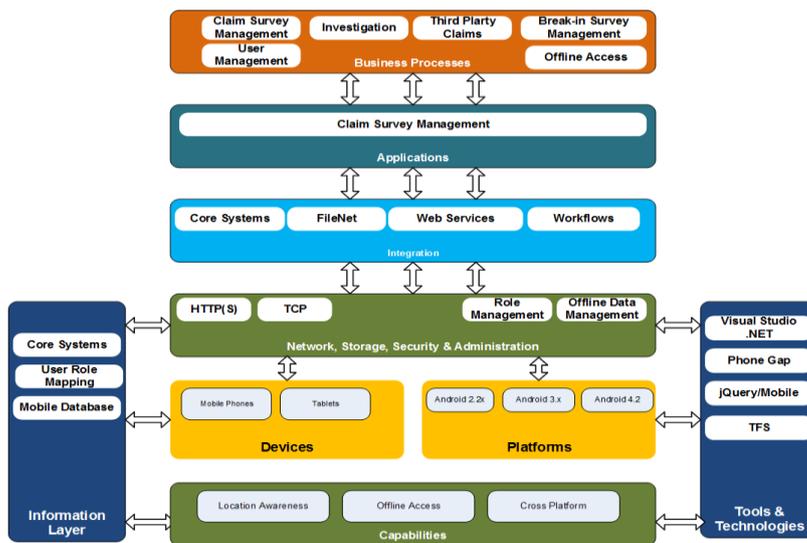
A Large General & Motor Insurance company based out of India.

CLIENT PROFILE



BUSINESS SITUATION

Our customer wanted to adopt mobility for optimizing their survey operations while the surveyors are on the field, taking pictures on vehicle accident sites. Their problems also extended to allowing the surveyors to plan their day better by getting the schedule for them to optimize their productivity. The challenge that they had, however was that the surveyors are vast in numbers and the preference for devices was fragmented. The business calculation did not allow them to provide surveyors with their own devices and having a native application being tested across all the devices that surveyors want was out of question due to the cost limitation involved. Further, the application for surveyors had to use native features such as accessing calendar, camera and location of the surveyor while on the field.

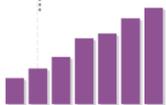


Synoverge team of technologists, designers and architects engaged with the customer to understand their vision, features, architectural blocks & the roadmap. Synoverge created designs and wireframes of the application, helped the customer choose the right technology to ensure that the cost does not shoot up while the features are available for surveyors using a gamut of phones and leveraging native features at the same time. The application also had offline access allowing surveyors to capture the information in remote areas where connectivity is a challenge and later on synchronize with the backend that directly integrates with the core systems.



SOLUTION

The application designed and developed by Synoverge was made available on iOS & Android devices, extendible to Windows phones and tablets on demand.



Projected Business Benefits

- The application provided an ease of access and a short turnaround time for surveyors to provide information about claims to the backend for further processing
- The application also provided ways for surveyors to plan their schedule in advance
- The application saved costs for the insurance company for processing claims

Microsoft SQL Server, PhoneGap, HTML 5, CSS 3, jQuery Mobile

TECHNOLOGY



**FOCUSED
AREAS/SERVICES**



Synoverge Mobility group works with its customers to create solutions leveraging technology to solve business problems through its proven expertise, methodologies and industry standard practices

Synoverge Technologies Pvt. Ltd. is global technology consulting company that harnesses the power of technology and leverages existing investments of clients to offer transformation led business solutions to enterprises globally. Synoverge has been founded by a group of 5 practicing IT professionals, with each one of them bringing over 15 years of experience in Technology Consulting and have worked with fortune 1000 clients through leading IT consulting



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