

Case Study: Hurricanes Katrina and Rita

Global Risk Solutions based in Florida, USA, are providers of international claims management services. Using Claimsuite, allows them to respond promptly and flexibly to disasters, such as hurricanes Katrina and Rita.

The Background

With years of experience in the claims field, Vince Levito and Arthur Radigan realised there was a need for efficient on-site claims professionals to fill the void between the activities, costs, third party claims and litigation resulting from an incident. They set up Global Risk Solutions to focus on the information, supervision and control needs of the responsible party, insurers and adjusters.

Swift response

They have been successful because they provide a swift response to the responsible party as well as others in the supply chain.

Global Risk selected Claimsuite because it was online and accessible 24 hours a day to all the parties involved in any one claim. The software has been critical in securing the right paperwork for a range of organizations from hospitals, to liaising with garages and construction companies over repairs. It is much easier to ascertain who is at fault and to sign off the legal process of a claim.

Centralised information tool

Steve Gosser says that Claimsuite is the "central tool" in allowing Global Risk Solutions to be the focus of information for clients and the "go to" source for accounting, litigation, insurance and demographic information on unique projects.

Other suppliers were offering offline and inflexible packages plus upgrades they did not need. Claimsuite was customised to suit their business requirements. It now lies at the heart of their day to day operations.

Major litigation project

"Claimsuite has been the main data capturing and reporting tool for a recent major litigation project," says Phyllis Gray, Global Risk Project QA manager. "Off-line data is kept to a minimum. As the project expanded into unanticipated phases, Claimsuite

was rapidly upgraded and adapted to our needs. The Claimsuite team was extremely responsive in offering solutions even when we weren't quite sure which direction to go."

A single data repository

The ease of data input coupled with the ability to upload supporting documentation has provided a product that gives access to complete data in any location and at any time of the day or night.



"Claimsuite provides unlimited reporting power for communicating precious and precise information to clients - consistently on a timely basis, and often before they ask!"

STEVE GOSSER, VICE
PRESIDENT
GLOBAL RISK SOLUTIONS INC.

THE NEXT STEP

To learn more about how Claimsuite can benefit your business, please contact Debbie Tibber on **020 7257 6309** or email djt@claimsuite.com