

Crawford - Case Study

Client overview

Crawford is the world's leading provider of custom claims and administrative solutions. It is the world's largest independent provider of claims management and related solutions to the risk management and insurance industry, with an expansive global network serving clients in more than 70 countries.

Problem

- Need for mobile access and recording of data in the field (e.g. broker or loss adjuster)
- Multitude of local claims management systems making it more difficult to leverage scale benefits

Solution

- Global implementation of Appian BPM platform
- Rapid prototyping and deployment using our expertise
- First solutions include mobile apps and global intake system that can be adapted to local needs

Benefits

- Mobile app developed and deployed in less than 4 weeks
- Rapid delivery, low risk development of global intake system

Contact us: