



## Case Study

### Organization

Amica Mutual Insurance Company

### Location

Lincoln, Rhode Island

### Industry

Insurance

# Better Service for Policyholders

Amica Mutual Insurance Company, headquartered in Lincoln, Rhode Island, is a national writer of automobile, homeowners, marine, and personal umbrella liability insurance. Known in the industry for its high standard of customer service, Amica has been awarded several J. D. Power and Associates customer satisfaction awards.

## What did they do?

Amica staff members integrated the Esri® platform into their claims management system to provide claim representatives with a map view of the claim location and the catastrophe event that generated it. Whether it's a hailstorm, wildfire, earthquake, hurricane, or flood, seeing this data displayed on a map enables efficient decision making during all phases of the claims adjustment process.

Managers and supervisors also use stand-alone mapping applications to accurately forecast the number of claims that will be generated by an event. This helps Amica to be more proactive in its catastrophe response efforts, which means better service for those affected.

## Do I need this?

The ability to visualize all policies in force at the time of an event, as well as all claims reported after the event, allows the management team to see the complete picture of what happened. Minutes after a hailstorm occurs, for example, the amount of claims that may be reported can be accurately predicted. When responding, adjuster resources can be assigned depending on claims complexity. Consistent handling can also be ensured, since everyone can see how nearby claims are settled.

For more information, visit [esri.com/insurance](http://esri.com/insurance).

"Thanks to location analytics and GIS technology, we progressed from managing a bunch of individual claims to managing the overall event more effectively. Now we have a completely different way of looking at the situation."

### Adam Kostecki

Claims Officer

Amica Mutual Insurance Company



Understanding our world.