



SUCCESS

The Customer:

Custard Insurance Adjusters is one of the largest independent loss adjusting companies in the United States and Puerto Rico. Rick Custard opened his first office in 1962, and now has well over 500 highly qualified professionals in 200 plus locations providing true multi-line adjusting, third party administration and risk management services.

Custard Insurance Adjusters maintains a proven reputation for providing high quality claims services while controlling costs and minimizing risk for their clients. Custard encourages their adjusters to cultivate professional, but personal, relationships with their clients. The goal is to provide prompt and accurate services that are custom fit to clients' needs.

A comprehensive range of claims and risk management services are offered, including:

- Commercial transportation
- Personal and commercial automobile
- General liability
- Workers compensation
- Third party administration
- Property (all lines)
- Hazardous/environmental claims
- Professional liability
- Inland and wet marine

The Solution:

Custard takes pride in the timely response and accessibility of its team of adjusters. When a customer needs one of Custard's adjusters, commitment to top of the line service demands that the customer deserves more than a voice mail greeting. Custard incorporated a custom e-IVR application into their Call Center system to maintain tight "real-time" management of their adjuster's availability.

Nationwide, when an adjuster is going to be unavailable for a period of time (for lunch, an out of office meeting, etc.) they dial into the e-IVR system and "check out" with Custard's Call Center. The agent then call forwards their calls to the Call Center for handling. Call Center agents have a visual on-screen display of the details of the adjusters availability and can either take a message from the customer or transfer them to another adjuster (if one is assigned for coverage). In any case, the customer is offered personal attention, not an invitation to leave voicemail (with no indication of when the adjuster will be available).

This type of attention to customer service is indicative of Custard's dedication to quality. e-IVR call coverage management is just one piece of the puzzle that contributes to Custard Insurance Adjusters reputation for premium service.

Custard Insurance Adjusters maintains a proven reputation for providing high quality claims services while striving to control costs and minimize risk for their clients. Custard actively works to establish ongoing relationships with their clients, allowing adjusters to routinely provide prompt, accurate services that custom fits clients' needs.



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