

TIA Mobility for Professionals

– TIA Mobile Appraisal

TIA Mobility for Professionals

Transforms your business by:

- Giving you a common mobile platform for your in-field employee roles
- Enabling business growth by rapid roll-out of new mobile capabilities
- Extending business services to mobile devices, saving time and costs
- Allowing you to take the power of TIA Core into the field
- Modernizing customer dialog and increasing customer satisfaction
- Empowering employees with new customer service tools

Taking your business mobile

Consumers are looking for fast, easy and flexible engagement with insurers – that's why going mobile is key to gaining new customers, retaining happy ones and, in general, ensuring the future success of your business. Going mobile can also improve your bottom line by ensuring better data quality and speedier claims resolution, which helps lower your costs.

Future-proof mobility strategy

TIA is focusing on creating solutions that help your insurance professionals do their work more efficiently when they are out in the field working with your customers. TIA's guiding principle when developing advanced mobile solutions is to increase insurers ROI in innovative ways, such as by optimizing driving routes through mapping services, alerting field personnel of urgent support issues or sales opportunities and providing real-time validation and submission of forms during the data capture process.

TIA Mobile for Professionals is a single mobile solution, which is probably the only one your business needs to make your employees more efficient in the field. Bundled into TIA Mobile for Professionals are components that are specifically designed to meet the needs of each of your in-field employee types: field appraisers, sales people, field inspectors, etc. Each type of user gains access to functionality that directly supports their key processes, accelerating their work and improving customer service.

TIA Mobile for Professionals delivers tangible business benefits to front-running insurance companies. The key to this strategy is enabling insurance professionals to become even more valuable to the company by: reducing human errors, speeding up customer handling, improving service, reducing customer churn, enabling real-time decision making and reducing attrition.

TIA Mobile Appraisal – improving claims handling in the field

TIA Mobile Appraisal is the field appraiser component of TIA Mobile for Professionals. TIA Mobile Appraisal links directly into your customer data located in TIA Core and sends data updated in the field directly back to TIA Core with no manual processing needed. It also boosts efficiency in the field by allowing field appraisers to connect with other experts easily and quickly, facilitating real-time collaboration on cases.

Case: A field appraiser gains efficiency

One of your employees, a field appraiser, opens up TIA Mobile Appraisal and immediately sees her up-to-date open case list. She chooses a case and sees all of the case information, including facts about the item for inspection. She can then estimate value, write instructions and take photos or videos with her mobile device and even add comments to the photos. When she clicks save, all of this information is immediately synched back to the case file in TIA Core and saved. From here, estimates go directly into the claims process and the case status can be changed to either Open or Closed.

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Key functionality of TIA Mobile for Professionals:

- User-specific overview of all functions and information
- Data check-in/check-out
- Real-time location and collaboration information
- Social plug-ins



Estimate value, write instructions and take photos or videos on site. All changes are saved in the TIA Solution.



Use built-in map functionality to find the most direct route to the next case.

All cases are visible on the built-in map functionality, so that your field appraiser can view which of her cases are geographically closest. There is also 'Navigate To' functionality that helps her find the most direct route to her next case. She can also collaborate in real time via her tablet with colleagues to, for example, consult with an expert while she is in the field.

Richer content and better data quality

Capturing as much data as possible onsite improves the speed and efficiency of the information-gathering process as well as the interaction with the customer. TIA Mobile Appraisal supports straight-through processing of claims/appraisal issues by integrating with TIA Core. Building off of TIA Connect, TIA Mobile Appraisal provides a real-time, single-customer view and brings speed, efficiency and increased customer satisfaction to your claims process.

TIA Connect – the backbone of your mobile strategy

TIA Connect is the foundation on which you can build world-class mobile solutions with the interconnectivity, flexibility and mobility you need to meet customers where they are. TIA Connect encompasses the basic connection and contact functionality that enables your employees to work mobile across function, with real-time updates in TIA Core.

TIA Connect mobilizes your workforce with smarter technology allowing them to quickly and easily connect and communicate with customers as well as colleagues. With all the necessary information at their fingertips, employees become more productive. The functionality offered via TIA Connect makes it easier for your people to plan their day more efficiently as well as collaborate in real time on cases.

TIA Connect allows your employees to:

- Consolidate field work on a single device
- Connect to colleagues in real-time
- Optimize their work plan and availability scheduling
- Verify coverage and customer data anytime, anywhere

Currently TIA Mobile for Professionals contains components to directly support your field appraisers and sales people. Future components are planned to support field inspectors and other in-field, customer-facing roles.

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