

Sprint Mobile Broadband: Enhancing Productivity in the Insurance Industry and Beyond

More Efficient Service, A More Productive Workforce

Operating in the most efficient, most cost-effective way is a key to success in the highly competitive property and casualty insurance industry.

With mobile broadband cards on the nation's largest mobile broadband network, Sprint can bring operating efficiencies to the way your adjusters process customer claims in the field. This can boost their productivity while enabling your company to accomplish more with less.

Though the leading auto and home insurance carriers are currently taking advantage of Sprint Mobile Broadband, any business with a remote workforce in industries ranging from healthcare and transportation to manufacturing and professional services stands to benefit from it.

Doing It the Hard Way

Before wireless laptop access, adjusters would have to fill out claim forms by hand using clipboards they carried with them to the sites of damaged property. At the end of the day, they'd have to stop at the office to drop off their paperwork. The claims would not be processed until the next business day, when office personnel would finally enter the adjusters' handwritten data into the company's system. An involved and time-consuming way of doing things, to be sure. And one sometimes leading to errors and increases in loss adjustment expenses.

A Faster, Easier Way

Thanks to Sprint Mobile Broadband, processing claims is faster and easier and can result in better productivity and improved customer service. In fact, productivity increases of 25% or more in the number of claims processed per day have been documented by companies that have adopted wireless mobility. A 25% increase in productivity is equivalent to adding more claims adjusters to your workforce for just the cost of Sprint Mobile Broadband.

Adjusters with Sprint Mobile Broadband Cards in their laptops can log in to their company's claims system from the scene of an accident, a body shop, a salvage yard or a customer's home as easily as if they were on their desktop computers in the office. They're able to enter claim information right into the system, attaching digital photos if necessary. And do it quickly and securely.

Because the system starts processing right away, adjusters can promptly tell their customers how much the company will cover in damages and, in some cases, even cut the customer a check on the spot if the adjuster's using a portable printer.



Together with NEXTEL

In addition, adjusters can take care of their other work without having to drive back to the office. They can download emails with large attachments and connect to their company's proprietary business applications – order forms, customer databases, timesheets, inventories and price quotes – right from the field. This saves them unnecessary driving time and enables them to service more customers a day.

More Satisfied Customers Make More Loyal Ones

A recent study by a top independent research firm has shown that there's a clear connection between settling claims more quickly and having more satisfied customers. According to the study, 89% of customers said they'd be very satisfied if an insurer could process their claims within three days. And as anyone in a service industry knows, pleasing customers with faster, better service can help your company build a more loyal customer base.

Key Facts About Sprint Mobile Broadband

- **It's fast** – You get average download speeds of 400–700 Kbps with bursts of up to 2 Mbps on your laptop with a Sprint Mobile Broadband Card. That's similar to DSL and about ten times faster than using a dial-up modem.
- **It's seamless** – You get coverage anywhere on the Sprint Mobile Broadband Network, not just within range of Wi-Fi hot spots.
- **It's in a lot of places** – Sprint provides mobile broadband service in more than 4,300 cities and over 480 airports in the US. In comparison, the Cingular Broadband Connect Network covers just over 900 cities.

Why Sprint?

As the number one wireless provider to business, Sprint can extend your company's workplace – whether you're in the insurance industry or any other. Thanks to leading-edge technology and expert service, Sprint can help you and your employees be as productive outside the office as you can in the office.

With Sprint Business, you can make just about any place a workplace.

Want More Information?

For details on how Sprint Mobile Broadband can work for your business, contact your Sprint Sales Representative or Authorized Sales Agent, call 1-877-700-8919 or visit sprint.com/business.

