



Superior-DKI Improves Insurance KPI Scores with Encircle

DKI is a national leader in property restoration services with a results-based culture and total commitment to exceptional customer service and process efficiency.

A leading DKI contractor, Superior Disaster Services Ltd. o/a Superior Restoration – DKI, is owned by Andrew Martin & Bob Webb, providing quality cleaning, restoration and reconstruction services in Ontario for more than 40 years. Top insurance companies rely on Superior-DKI's exceptional results driven by Superior's progressive business approach and strong focus on customer satisfaction.

Situation

Superior knows that profitability depends on their teams' ability to successfully manage multiple claims in the field. And, since restoration contractors are largely measured by key performance indicators (KPIs) set by insurance companies, finding better ways to centralize claims data and efficiently manage field information is critical. To stay competitive, Superior keeps an eye on technology trends and promising new digital tools for reducing liabilities and growing their business. "When we satisfy the policyholder and carrier, it makes us more successful, and we are awarded more jobs," Webb says. "So we need tools that deliver value and make an impact on everyone's bottom line. If they're happy, then we get repeat business."

Challenge

While Superior had accounting, estimating and job management systems in the office, the team had limited visibility to activity happening on job sites. That's why, when DKI formed a pilot agreement with Encircle in March 2016, Superior was one of the first contractors to recognize the true value of the platform. Encircle is the first product to connect office and field resources in a collaborative, real-time way – and to Webb, an essential solution for working faster and working smarter.

"I really need to stress the value of Encircle's real-time capabilities. It allows me to see the job as it's happening so that I can manage things remotely. There's no other solution that comes remotely close to driving the return-on-investment that Encircle offers."

BOB WEBB, SUPERIOR-DKI

Try Encircle Today! 

Your free 30-day full use trial of Encircle is waiting for you. Visit encircleapp.com to get started.



Collaboration Drives Results

In April 2016, Superior trialled Encircle in an effort to build collaboration, enhance transparency and provide access to all stakeholders. It only took a few days for them to see the positive impact Encircle was going to have on their business:

"A major local university had sprinkler damage and water spread through multiple floors. From the job site, my first responder used the Encircle mobile app to create a claim, and within seconds, I had photos and notes on my phone to assess the situation. With this real-time information, I made quick decisions about resources and equipment and got everything I needed to the site, right away. This event happened after hours, but we mitigated the damage quickly and put the customer at ease."

In the past, Superior's first responders took photos while at the scene and later when they got back to the office, manually uploaded photos and notes into the job system. Once everything was logged into the system, administrative staff then prepared necessary paperwork for the insurance company and started the estimating process, often taking up to two weeks to complete. But with Encircle, all of these steps happen in parallel so the end-to-end process is done in just a few hours. Encircle's tools make information in the field easy to capture, see and share, and produce quality reporting at the press of a button. Webb further described his experience saying, "Encircle is a must-have business tool. Project Managers send reports to insurance companies in 15 minutes. Admins back at the office review diagrams created with Encircle's sketch tool to pinpoint exact damages. The estimator gets all the information on the first visit and doesn't have to go back multiple times – so estimating happens in half the time. All team members get accurate, comprehensive information in real-time, so the appropriate people and materials are dispatched the first time."

Encircle Deployment

After the trial, Superior deployed the Encircle solution as their field documentation and moisture management solution. "Being in the industry as long as I have, I've had every piece of software come through our doors and Encircle is the top of the heap. It's been the easiest technology for my team to use, and the learning curve was quick," explained Webb.

Before Encircle, Webb and his team spent significant time visiting worksites to inspect, monitor and document information. Now he relies on Encircle to be his eyes in the field and in a matter of minutes, produces custom, quality reporting to independent adjusters and other insurance professionals. "Employees are instantly collaborating and everyone has mobile and desktop access to the latest updates. We're greatly improving our KPIs. We're closing claims quicker, getting paid faster by insurance companies, and processing more claims overall."

When working with policyholders, Superior also uses Encircle to provide instant and detailed reports to homeowners. When insurance carriers give homeowners a recommended list of contractors, Superior is at the top of the list because of their quality level of service.

Deployment Results To Date:

-  **BRANDED REPORTS GENERATED INSTANTLY**
Insurance adjusters take note of Encircle's speed, accuracy and detailed reports. Detailed photo reports clearly document cause of loss, leading to faster carrier decisions and improved customer satisfaction.
-  **REDUCED CYCLE TIMES**
By deploying Encircle across the organization, every employee can do more from anywhere without having to be at every job site. As a result, Superior reduces cycle times by up to 3 days.
-  **PERFORMANCE METRICS EXCEEDED**
Previous 3-4 day reporting is now done in just 15 minutes. For moisture cases, Superior saves major costs and gets recognition from insurance carriers.
-  **INCREASED REVENUES / RETAINED PROFITS**
Seeing an increase in files sent to Superior from adjusters. Superior also eliminated other software used prior to deploying Encircle and now saves on operational costs.
-  **AUTOMATED WORKFLOWS**
Redesigned workflows resulting in a 75% increase in PM and administrator productivity – reducing first reporting time from several days to 15 minutes.

Try Encircle Today!   

Your free 30-day full use trial of Encircle is waiting for you. Visit encircleapp.com to get started.

 Encircle