



Asprea Ltd
Sheffield, United Kingdom
www.asprea.co.uk

Industry:

Insurance

Annual Revenue:

US\$240 million

Employees:

500

Oracle Products & Services:

Oracle Real-Time Scheduler

Implementor:

Oracle Consulting

“Oracle Real-Time Scheduler has helped us to significantly improve customer service through a choice of appointment times, proactive customer contact, and guaranteed service level agreements. We are now performing at our highest recorded level, according to our customer satisfaction survey.”

– John Green, Business Systems Manager, Asprea Ltd.

Asprea Ltd. Improves Customer Service and Boosts Operational Efficiency with Automated Scheduling

Part of Carillion plc, one of the world’s largest construction and service companies, Asprea Ltd. manages domestic building insurance claims on behalf of Aviva Insurance policyholders. Asprea’s team of maintenance and building suppliers aims to repair damage to peoples’ homes quickly, efficiently and to a very high standard.

Challenges

- Replace the existing labor-intensive scheduling software with an automated system as part of a companywide improvement program to boost efficiency and reduce costs
- Scale up from managing 20% of Aviva’s domestic building insurance claims to managing 100% of those claims as part of a new contract
- Improve visibility throughout the claims handling process and raise levels of customer service to retain competitive position
- Optimize a network of 120 to 150 surveyors who carry out the initial onsite assessment following a customer claim

Solution

- Implemented Oracle Real-Time Scheduler, automating scheduling surveyor visits following a building insurance claim
- Reduced the customers’ wait time for a surveyor visit from an estimated four-to-five days to a guaranteed two days
- Helped Asprea to comfortably manage 130,000 claims per year with the ability to scale up to 180,000 claims per year
- Saved agent time by simplifying the booking process to allow customers to choose their own appointment times
- Standardized, formalized, and improved visibility of surveyor working hours, ensuring surveyors’ target of completing four-to-six appointments per day and guaranteeing compliance with the European Working Time Directive
- Lowered miles traveled by surveyors on a daily basis, reducing costs and improving efficiency through the use of maps
- Saved 150 claims handlers up to half a day per week to concentrate on proactive customer contact
- Contributed to raising Asprea’s customer satisfaction index to its highest rating recorded