AssetWorks RMIS Success Story: Property Management Company

The Keys to Streamlined Claims Documentation, Tracking and Sharing

The AssetWorks Advantage

When our customers succeed, we thrive. That's why we at AssetWorks help customers, large and small, gain greater control over risk exposures with configurable, innovative solutions. By combining highly-skilled valuation and risk management consultants, lightning-fast implementation services, and state-of-the-art technology, AssetWorks helps organizations mitigate their loss potential, reduce the total cost of risk, and streamline cumbersome workflow challenges.

ABOUT THE PROPERTY MANAGEMENT COMPANY

50
Residential properties

30-50
Commercial properties

4 STATES
Multiple locations in each state

OVERVIEW ⌄

AssetWorks has been working with a large property management company in the Midwest that offers luxurious and in-demand property communities across multiple states and in several locations. Their goal is to create a comfortable, higher-end living experience for their customers, based on great value and quality service. To support this mission, they've been using AssetWorks' RMIS for handling claims and incident reports, OSHA reporting, risk-related document control, and property-level analysis.

> "The RMIS software is really helpful for creating claims and managing claims. Because we're dealing with multiple renters and many different companies, each one has its own different claim number. But by consolidating these under an internal claim number that we assign through the RMIS, we can find claims information more quickly.
>
> *Claims Manager at Property Management Company*

GOALS ⌄

Effectively track incident reports
Being able to file incident reports is vital for property owners. And Property Management Company staff need to be able to easily identify and communicate which incidents are open and which are closed, along with end-of-year property-level summaries.

Streamline the claims process
Taking claims seriously and managing the information in a smooth way is critical to the property management company's success. Having an effective process to do so is important for their staff.

Gain greater accessibility to information — fast!
When clients call, the property management company's staff need to be able to bring up incident and claim documents and notes on-the-fly. Accessibility and organization are key!

PROPERTY MANAGEMENT COMPANY WELCOMES HOME GREATER EFFICIENCY

1 **Data is Now Easily Accessible**

When property managers call for claims information, management company staff has it. Claim updates, document attachments... it's all immediately accessible and sortable.

2 **Robust Reports Strengthen Communication**

Open incident, closed incident, end-of-year and recurring weekly reports help management company staff take charge of claims and keep contacts updated.

3 **Time is Saved Entering Claim Data**

The unified system means property management company staff don't have to re-enter claims data. Once a claim is in the system, new data can be added, without re-entering everything from scratch.

4 **Insights Have Lead to Risk Mitigation**

The property company shares regular reporting with their individual sites, increasing opportunities for risk mitigation on properties with repeat incidents and claims.

"AssetWorks RMIS helps streamline document management and my communication with clients, because it's all right there, and I know where to find it. It's there by property, by region, and I can access it quickly so I have answers when people call with questions."

Claims Manager at Property Management Company

"The main benefit is just being able to have access to reports and claim information, all in one system. It's searchable, I can find documents... Broadly speaking, we've had a really good experience with the AssetWorks customer success team, and we've appreciated having a direct contact to work with when questions arise. They have been responsive."

—Claims Manager at Property Management Company

AssetWORKS

info@assetworks.com

www.assetworks.com/risk