

## Case Study: The Littleton Group

# How ClaimPilot Streamlined Claims Services for a Global Leader

### The Challenge

Processing a high volume of automobile insurance claims efficiently and accurately as a third-party administrator

### The Solution

ClaimPilot's customization:  
API integration

### The Outcome

- ✓ Seamless software
- ✓ Increased productivity
- ✓ Cost efficiencies
- ✓ Confidence in accuracy
- ✓ Scalability of the business

*"We've always been able to achieve our goals with ClaimPilot."*

For more than eight years, ClaimPilot's web-based claims management system has helped The Littleton Group live up to that promise through application programming interface (API) integration customization.

### High-volume Auto Insurance Claims

The Littleton Group handles thousands of automobile insurance claims every year and must have access to real-time policy information for every accident. This protects against fraudulent instances in which an automobile owner rushes to buy insurance after an accident occurs or coverage lapses.

### The Challenge: Cumbersome, Inefficient Processes

Before ClaimPilot, The Littleton Group had to log on to remote client-driven systems, navigate through the unknown and search for a current policy. This required a tremendous amount of time, as well as a significant amount of training as new employees came on board. And there was always the overarching concern as to whether they had the actual policy that was in place the second a loss occurred.

### The Solution: A Seamless, Streamlined Process

In collaboration with ClaimPilot and its clients, The Littleton Group now utilizes an API that reaches out to a client's system, extracts all of the policy information and imports it directly into ClaimPilot's platform. This streamlined process makes accurate and timely information readily available and expedites the claims process.

### The Outcome: Efficiencies through Automation

ClaimPilot's API integration customization now connects six of The Littleton Group's offices with the systems of its clients in Texas, New Mexico and Arkansas. As a result of this API integration, data is kept in sync, time and cost efficiencies are realized and the company can process a high volume of automobile claims with confidence and assurance that accurate information is being used. The Littleton Group also uses ClaimPilot's API integration for claims in other areas: workers' compensation, general liability, property and transportation. Importantly, API integration has increased the company's claims productivity by an impressive 35%.



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