

Game Changer - Empowering a Mobile Workforce



Mobility solution increases data quality while making field workers more productive



CUSTOMER

OVERLAND SOLUTIONS INC

INDUSTRY

Insurance

CHALLENGES

- Controlling data quality from capture to customer delivery
- Providing an interactive and intelligent user experience to a mobile workforce
- Enabling customization to ensure that information meets the client's exact requirements

SOLUTION

Mobile Field Rep Application

- Connects mobile workforce
- On-line/off-line capability
- Manages work inventory
- Increases data quality
- Drives field rep productivity
- Self-updating client
- Broadest platform reach
- Data quality and consistency

OVERVIEW

Overland Solutions, Inc. (OSI) is a leader in business outsourcing services for the insurance industry. OSI offers premium audits, loss control consulting, commercial and residential inspection services, to clients in all 50 US states and parts of Canada, Puerto Rico, and the Virgin Islands.

Insurance companies engage OSI to gather the information they need to determine what risks to accept, and what to charge for the insurance provided. That process, called underwriting is the fundamental determining factor of the success or failure of an insurance company. Smart insurance companies realize that improving their underwriting decision making process is one of the most effective ways to increase profits.

OSI saw an opportunity to enhance their leadership position by exploiting mobile computing to increase the quality and consistency of the information they collected while also delivering process improvements to make their remote field workers more productive. OSI understood that today's mobile devices are not simply the equivalent of Internet browsers; they are powerful computers with the ability to combine location information, automated data capture, and step-by-step guidance to fundamentally transform how field audits and inspections are performed. OSI teamed with Adobe and Avoka to take on a comprehensive overhaul of OSI's systems and processes

CHALLENGE

To succeed OSI needed to address two critical mobility challenges:

- **Automating the data collection process:** Controlling data quality/consistency at the point of capture required that OSI's current static forms (paper, Word and Excel documents) be replaced by an interactive and intelligent user experience that would eliminate input errors, make recommendations, and guide users successfully through the data collection process.
- **Enabling an occasionally connected workforce:** OSI maintains a network of experienced field representatives that gather the information needed for their audits and inspections. When they are on the network they need a solution that will enable them to plan and manage their work order inventory and associated activities. When they are on site, without the benefit of an assured network connection, they need a mobile application that would allow them to collect the information with or without a network connection.

SOLUTION

To meet these challenge Avoka developed a comprehensive Adobe LiveCycle solution that addressed OSI's mobility challenges by providing the following capabilities:

ADOBE PRODUCTS

- Adobe LiveCycle® ES2
- LiveCycle Data Services
- LiveCycle Forms
- LiveCycle PDF Generator
- LiveCycle Process Management
- LiveCycle Reader® Extensions
- Adobe Flex
- Adobe AIR®

ABOUT AVOKA

Avoka Technologies is an Adobe Gold Solution Partner with offices in Australia, North America, and Europe.

Avoka possess an unrivaled depth of expertise in developing Adobe LiveCycle ES2, Flex, Adobe AIR® and Adobe Connect™ solutions for clients in financial services, telecom, life sciences, government, education, health care, manufacturing and other industries.

Avoka has encapsulated hundreds of man-years of experience developing LiveCycle ES solutions into its Form Factory product offering. Form Factory is comprise of both Avoka FormCenter and Avoka SmartForm Composer.

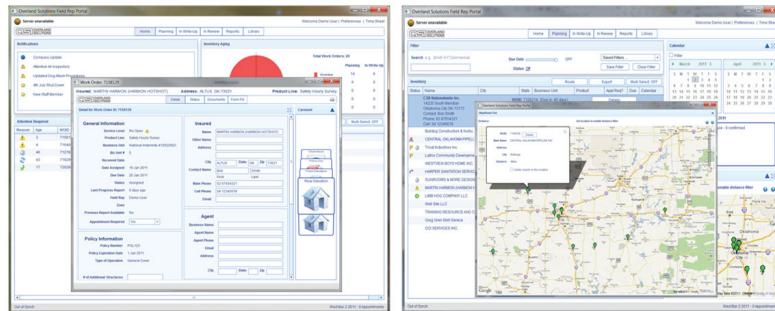
LEARN MORE AT

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1. **On Site Data Collection:** OSI selected PDF SmartForms to increase the quality and consistency of the data collected in the field. PDF SmartForms use advanced features such as dynamic content, data validation, data lookups, in-form calculations, tool-tips, embedded business logic, and easy access to assistance to eliminate input errors, make recommendations, and guide the user successfully through the data collection process.
2. **The OSI Mobile Field Rep Application:** OSI needed a mobile application that would allow intelligent data collection (PDF SmartForms), whether or not they had a network connection. OSI selected the Adobe® AIR® (Adobe Integrated Runtime) runtime to develop and deploy their Mobile Field Rep application. Adobe AIR® is a self-updating runtime environment for the delivery intelligent and interactive user experiences that are not limited by the constraints of a browser and run across a broad range devices and platforms.
3. **The OSI Field Rep Portal:** The OSI Field Rep Portal provides field personnel with the ability to plan and manage their work order inventory and associated activities. It provides the ability to search, view, and manage work orders plus receive notifications, alerts and attention notices. Its integrated interactive maps provide optimized routing and scheduling. It automatically pushes the required SmartForms needed to fulfill a given work order to the field rep's device. It also provides the data synchronize capabilities needed to support the off-line processing capability.



OSI Mobile Application

SUMMARY

OSI understood that the business impact from increasing the productivity of mobile workers could give them a competitive advantage. But simply moving an existing business process to a mobile device would not improve the effectiveness of OSI's mobile workforce. Exploiting the power of mobile computing requires that the work processes involved be re-imagined combined with the selection of right software platform to fully support that new process. Avoka developed OSI's mobility solution using Adobe LiveCycle ES, Adobe Flex and Adobe AIR to improve data quality and consistency while also increasing the efficiency of their field force.

LEARN MORE

OSI offers its audit and inspection services as both standard and custom offerings. Offering custom services meant that OSI's standard audit and inspection services would have to be customized to meet client's specific information gathering requirements. OSI would need create **thousands** of PDF SmartForms. To learn how OSI used Avoka SmartForm Composer to cut the time and cost of developing and customizing thousands of PDF SmartForms **by 86%** read the companion OSI case study entitled "Mass Customizing PDF SmartForms"