



# GHG Solutions case study

Since 2021, Verisk has been instrumental in helping GHG Solutions address key challenges in property claims processing, pricing accuracy, and claims lifecycle visibility across GHG's contractors, loss adjusters, and surveyors' divisions.

By implementing a suite of Verisk's cutting-edge solutions, GHG has significantly improved its operational efficiency and decision-making capabilities.

## Tackling industry-wide challenges

Using a range of products such as Xactimate, XactAnalysis, ClaimXperience, GHG have been able to tackle complex claims processes and significantly reduce admin for all parties involved.

1. Providing accurate estimates to loss adjusters and surveyors, the tool helps validate estimations and remove any roadblocks in property repair jobs – giving the team increased confidence in pricing and fair settlements.
2. This has been instrumental in providing clear visibility over the entire claims lifecycle, providing key MI and data to accurately forecast revenue. Not only does it help senior stakeholders make informed business decisions, but also provides better audit trails for GHG as an insurance business.
3. A collaborative tool that enables loss adjusters and desk surveyors remotely assess a repair job to deploy the right resource at the right time to customers – which has also significantly improved customer experience and efficiency within teams.



## A collaborative partnership

Verisk has evolved into an extension of GHG's claims management team, fostering an increasingly collaborative relationship over the years:

- The Verisk team have been involved in supporting the GHG Loss Adjuster Academy, providing product training to their team and facilitating industry feedback sessions with them.
- With complete insight into GHG's claims process, Verisk have consistently provided robust and proactive solutions by anticipating any issues or opportunities that may arise.
- Some examples of this partnership include the implementation of live customer satisfaction data on ClaimXperience and the customer payment queue that smooths payments to contractors, improving monitoring and service quality.

Verisk and GHG maintain this collaborative relationship through regular communication, including frequent calls and in-person meetings - ensuring Verisk remains aligned with GHG's evolving business needs.

## Looking to the future

In the long term, both Verisk and GHG are focused on further integration to streamline workflows across the entire claims process.

**Get in touch** to find out how Verisk can help optimise your property claims operations.

Steve Rymill, Head of supply chain

“Our partnership with Verisk has evolved into a truly collaborative relationship. Their support in our Loss Adjuster Academy and their responsive approach to our needs have been invaluable. Verisk doesn't just sell us tools; they genuinely help us maximise the value of our investment, consistently driving improvements in our claims processes.”