



## World's Largest Independent Third-Party Claims Administrator Solves Regulatory Information Needs With Tool That Eases the Burden of Compliance Research

AuthenticWeb for Claims provides a way to achieve web-based compliance resources claims professionals need.

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### Challenge

Crawford & Company is the world’s largest independent third party provider of claims management solutions, serving major insurance carriers and self-insured’s. The Company has grown its business by providing clients with high quality claims solutions encompassing knowledge, professionalism, and efficiency.

As part of this vision, Crawford & Company recognized they needed a more proactive approach to regulatory compliance—a way to help its field staff stay current with the ever-changing regulations in the numerous jurisdictions in which the Company does business, without having to spend hours researching current requirements every time there was a question.

“We were looking for something that would give us current information from multiple jurisdictions in real time—and let us quickly find what we’re looking for, use it, and move on,” says Bob Stevens, Director of Compliance at Crawford & Company.

One struggle Crawford had when searching for a regulatory compliance tool was many resources simply provide a reference to the law, without an analysis that explains how to apply the law within an actual claims environment. Also, searches often weren’t specific enough and returned so many search results that it could take hours sorting through the results to determine which ones were applicable.

“I am not a paralegal - I’m a claims person. And in claims, when you need that piece of regulatory information, you need it *now*,” Stevens says.

After trying various proprietary programs from outside sources, Crawford decided to build its own platform for delivering regulatory information to field staff. However, the Company still needed to find a source for the compliance content to populate the platform in a way that was seamless to end users.

## Solution

To help address this challenge, Crawford turned to Wolters Kluwer Financial Services' AuthenticWeb for Claims.

AuthenticWeb is a family of web-based tools created to address specific regulatory issues of key workflow areas in insurance operations. Intuitive search tools and informative analysis give users an easy way to understand and apply complicated regulatory requirements. It is updated regularly, in real time, ensuring that users have access to the most current information available.

## Results

AuthenticWeb for Claims has given Crawford a way to achieve the web-based compliance resource it needed for its claims staff. The Company now has the ability to provide current regulatory information for its claims staff, allowing them to quickly retrieve and use the information, as they need it.

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In addition to the quality of the content and analysis provided by AuthenticWeb, another key benefit for Crawford & Company is the convenience in being able to put the product to use with staff.

"It helps us use our time efficiently," Stevens says. "Claims adjusting is a job of minutes. In order to control it, you cannot waste minutes. AuthenticWeb for Claims saves our claims staff a few minutes here and a few minutes there, and that adds up to a lot at the end of the day.

"We have been very happy with what AuthenticWeb for Claims has done for us," Stevens concludes.

## About Wolters Kluwer Financial Services

Wolters Kluwer Financial Services is a leading provider of compliance, content, technology, and services for banking, securities, and insurance. To learn more about the insurance compliance solutions offered by Wolters Kluwer Financial Services, please visit [www.insurance.cch.com](http://www.insurance.cch.com).

