



WIRED BROADCAST • CLIENT STORIES SERIES

360Globalnet saves millions for insurers using Mediaport® to transform the claims process

360Globalnet is an award-winning independent digital technology and services business focused on the worldwide insurance industry. With its digital event management platform, the company is revolutionising the insurance claims process and transforming customer experience for both personal and business customers.



Challenge 360Globalnet has developed a digital platform to address key challenges for both insurer and insured in the claims process.

The company knew that, with larger and more complex property claims, a key part of the service would be agile connectivity at claims sites to enable first responders to gather information and share it with insurers in real time to determine any remedial actions to be taken on the insurers' behalf. 360Globalnet searched for a technology that would deliver the bandwidth to stream live video from

claims sites back to insurers. The solution would have to be portable and independent of local Wi-Fi, as first responders would not be permitted to use customer Wi-Fi for data security and privacy reasons.



Solution

After a worldwide search of solutions, 360Globalnet determined that Wired Broadcast's solutions are based on unique multi-WAN technology. "With Mediaport®, Wired Broadcast had developed an ultra-mobile product based on superior technology. Mediaport was the perfect solution for us," said Stanley.

At the same time, the decision to go with Mediaport wasn't based purely on the technology. As Stanley notes, "We formed a very good working relationship with Wired Broadcast, which gave us additional confidence we had chosen the right technology in the right mobile configuration that suited our use case."

Wired Broadcast white labelled Mediaport to enable a consistent brand experience of 360Globalnet. While 360Globalnet manages SIMs and data plans for the Mediaport devices, Wired Broadcast provides ongoing maintenance, swapping out batteries and updating firmware to pre-empt problems.

Results

After a successful proof of concept, 360Globalnet purchased additional Mediaports and now has more than 200 devices in the field. Their solution has been implemented by major insurers in the UK.

Thanks to the agile connectivity and bandwidth provided by Mediaport, allied to 360Globalnet's technology platform, claims experts get accurate real-time information from the field to make prompt decisions about the work needed to reinstate property. Insurers thus have better control of the supply chain and related costs, and consequently, reduced fraud, a streamlined claims process, and a shorter claims lifecycle. The ability to control costs from day one and improve claim cycle times by up to 40% has led to a £multi-million saving for insurers but not at the expense of customers because they get the right solution, delivered earlier, and can return to their properties in record time.

For its part, 360Globalnet has been recognized by the insurance industry for innovation and outstanding industry contribution. In 2017, the company

- » **Shortened claims lifecycle by up to 40%**
- » **Boosted data accuracy**
- » **£ multi-million savings for insurers**

won an award from Insurance Times for excellence in claims technology and was shortlisted with Allianz for best use of technology for customer experience. In 2018, 360Globalnet was shortlisted for the British Insurance Awards' "Technology Award" and was featured in three other nominations, including two in which insurers were celebrated for innovations based on 360Globalnet's solution. In the US, a large global insurer using 360Globalnet solutions was nominated "Carrier of the Year" in the Insurance Nexus Claims Innovation Awards.

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PAUL STANLEY, CEO, 360GLOBALNET

About Wired Broadcast Wired Broadcast is an international provider of agile connectivity for mission-critical applications and a trusted provider of end-to-end broadcast and live event facilities and services. Since 1992, we have served hundreds of influential clients in broadcasting (BBC), construction (RG Group), banking (Royal Bank of Scotland), live events (Live Nation Entertainment), defence, and more.

We manufacture Mediaport® multi-WAN solutions and distribute related products. Our wide range of multi-WAN solutions provides reliable connectivity for mission-critical applications in fields as diverse as security, law enforcement, the military, construction, education, live streaming, and of course, TV and radio.

To learn more about our multi-WAN solutions for remote operations and rapid deployment, contact us at sales@wiredbroadcast.com or give us a call at +44 20 3376 7710.

