



Introducing LIMS (Location Information Management System) an accident notification system available via smartphone to better serve motor insurance business.

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Ecartstudio Co., Ltd. launched LIMS (Location Information Management System) an application that truly serves motor insurance clients in accident notification and claim making. Moreover, it helps manage back office work and increase motor insurance business productivity to provide fast and prompt assistance and service to clients.

Previously, after a car accident, a driver called the insurance call center to notify them about the accident and provide information. In many of the cases, the driver gave the wrong location information or couldn't provide the exact location of the accident scene. This caused surveyors to waste their time in finding and reaching the location, and the back office was ineffectively managed, resulting in lower customer satisfaction towards the company's service.

Ecartstudio Co., Ltd. understood this problem for motor insurance and developed LIMS to facilitate all motor insurance clients for accident notification, claim making or appointment via smartphone. The insurer can be assured that the location is correctly provided and it is no longer be a problem to dispatch the surveyor to assist clients at the scene. Moreover, LIMS will help manage the back office after a client sends a notification via smartphone, as the Call Center Screen will display the location of the client on the map. The Call Center can, then, assign a surveyor who is available and nearest to the scene. These steps reduce the internal process of the team and the back office can work more effectively.

Ecartstudio chose Microsoft Azure to support and expand the company's motor insurance business without limits. Azure also helps significantly reduce the cost of server and decrease time-to-market. Additionally, Microsoft Azure Content Management System makes system set up painless and provides management resources to fit any size business.